Strategies for Integrating Oral and Mental Health

Mental Health/Substance Use Disorder Integration Technical Assistance

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Vision: Healthy Communities, Healthy People

Disclosure

This webinar was produced for the Health Resources and Services Administration (HRSA), Bureau of Primary Health Care under contract number 47QRAA18D00FZ/75R60224F80097.

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Presenter/Panelist

Candace Owen, RDH, MS, MPH

Overview of Integrated Oral and Mental Health

About National Network for Oral Health Access (NNOHA)

NNOHA was founded in 1991 with 9 members, to support health centers during a decline in health centers with oral health programs

Today, membership includes **5,400+** dentists, dental hygienists, dental assistants, supporters, and partners

Health Center Program

Objectives

- Describe key strategies to implement mental health screenings in the dental clinic.

- Identify several best practices of oral and mental health integration, such as universal screening, electronic health record integration, and staff training to effectively implement and sustain integration.

- Learn key strategies and integration approaches used by health centers to effectively implement and sustain oral and mental health integration.

Polling Question #1

How would you rate your organization's current level of integration between dental, primary care, and mental health services?

a) Not integrated at all

b) Minimally integrated

c) Moderately integrated

d) Fully integrated

e) Not sure

Polling Question #2

Which of the following is the biggest challenge your organization faces in integrating oral and mental health services?

a) Lack of funding

b) Workforce or training limitations

c) Operational or workflow barriers

d) Limited leadership or organizational support

e) Uncertainty about effective models or strategies

f) Other (please specify in the Q&A)
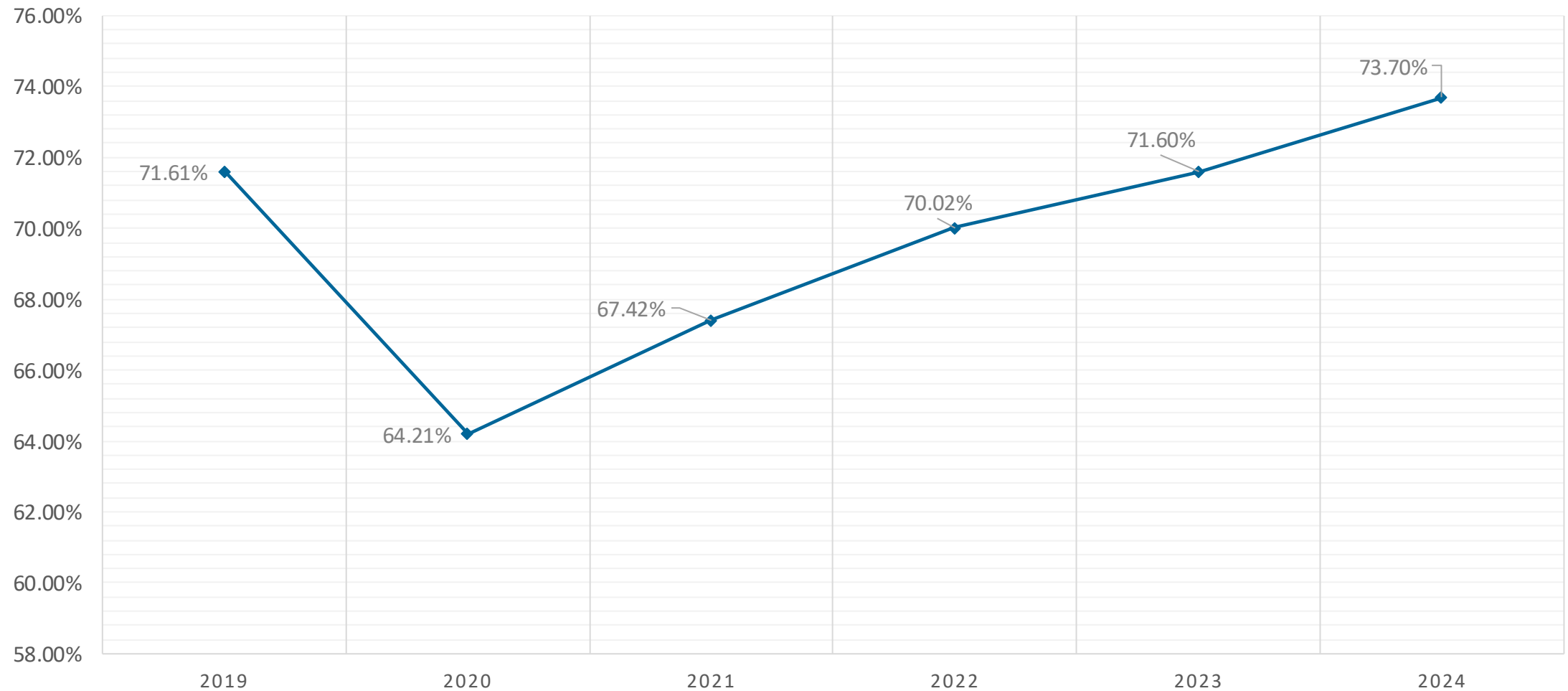
Integrated Care Framework
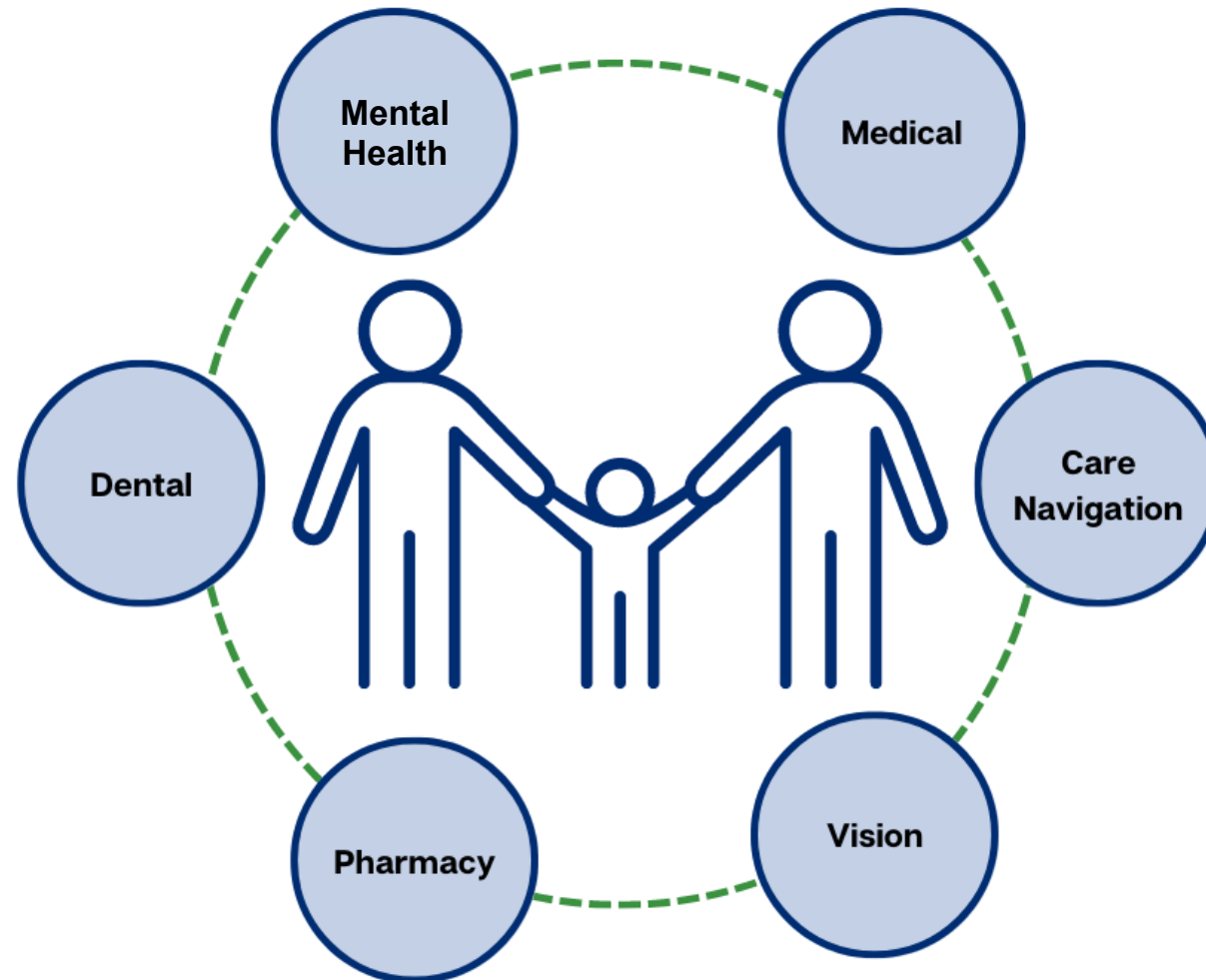
National Health Center Program Uniform Data System (UDS) Measure

Percentage of patients 12 years of age and older who were (1) screened for depression with a standardized tool and, if screening was positive, (2) had a follow-up plan documented.
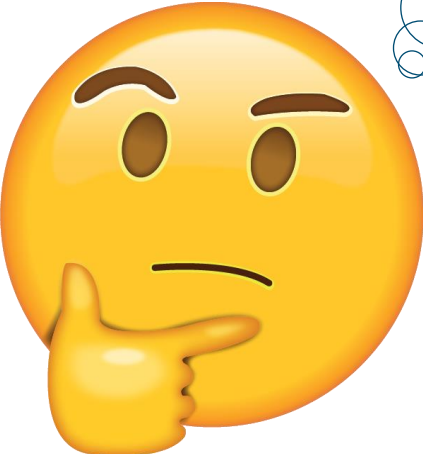
UDS Depression Screening Measure: 2019 – 2024

*Data Source: HRSA Uniform Data System

Dental Support for UDS Depression Screening

What if dental screens, too?

- Helps with UDS measure
- Patient-directed care
- Bilateral oral health and mental health impact

Systems-level Steps to Success

1 Planning

2 Training System

3 Health Information Technology (IT)

4 Clinical Care System

5 Evaluation System

1: Planning Readiness for Integration

Leadership Buy-in
C-suite leadership/Board of Directors buy into and support integration. It is embedded in organizational environment.

Executive Team
Dental Director/Chief Dental Officer is part of the health center management team and reports directly to CEO.

Staff Buy-In
All participating department staff understand and are willing to learn about the value of integration.

Clinical Champions
There are clinical champions from all participating disciplines in the organization (e.g., dental, primary care, mental health, etc.).

Co-location
Primary care, mental health, and dental are co-located at the same community health center site.

Quality Improvement
The organization understands and uses quality improvement methods to test and implement new ideas.

Integrated Electronic Health Record (EHR)
Electronic records for medical and dental are integrated and interoperable.

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2. Training System

Mental health professionals train dental professionals on oral health and mental health

Review depression screening tools

Workflows for integrating mental health and oral health

2. Training System for Bi-Lateral Integration

Sample Dental Questionnaire for Mental Health Patients

1. **Do you have a dentist?** Yes/No
2. **Is your dental provider part of [health center name]?** Yes/No
3. **When was your last dental visit**? 0-6 months, 6 months-1 year, more than a year
4. **Are you experiencing any dental pain or discomfort today?** Yes/No
5. **Would you like to be referred to our dental department**? Yes/No

- Mental health professionals can also screen for oral health
- Dentists can provide trainings to mental health professionals on the impacts of mental health conditions/substance use disorders on oral health
- Community partnerships

3. Health Information Technology System

- Utilize technology to allow for increased integration and collaboration

  - Depression screening embedded in the electronic dental record (EDR)

  - Bi-directional referrals between EDR and electronic medical record (EMR)

  - Ability to track completed referrals

3. Health Information Technology System (cont.)

No Integration

Minimal Integration

Moderate Integration

Full Integration

Separate medical and dental records with no shared access.

Separate electronic medical and dental records, but medical and dental have access to the other health record.

Interfaced electronic medical and dental records. Medical and dental has access to the other health record.

Fully integrated electronic medical and dental record with shared access.

Electronic Workaround Example

Lifestyle and emotional health can directly affect physical health. Our medical providers would like to better understand your situation to meet your health care needs.

Please answer the following questions openly. (Use "✓" to indicate your answer) Thank you!

PATIENT LABEL HERE

Patient Health Questionnaire-2
PHQ-2

| Over the last 2 weeks, how often have you been bothered by any of the following problems?	Not at All	Few Days	More Than Half the Days	Nearly Every Day
Little interest or pleasure doing things	0 ☐	1 ☐	2 ☐	3 ☐
Feeling down, depressed, or hopeless	0 ☐	1 ☐	2 ☐	3 ☐

Completed by (provider name) _____   Date _____

Patient Name: _Click here to enter text.   **Date of Birth**: _Click here to enter a date.   **MR Number**: _Click here to enter text.   **Date of Visit**:

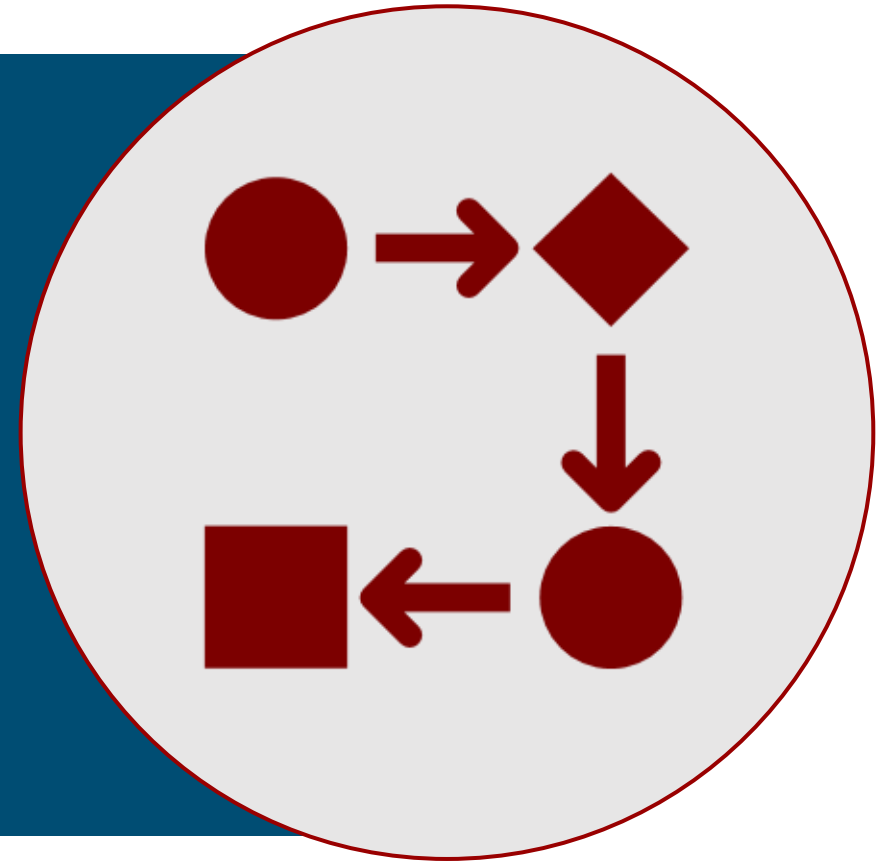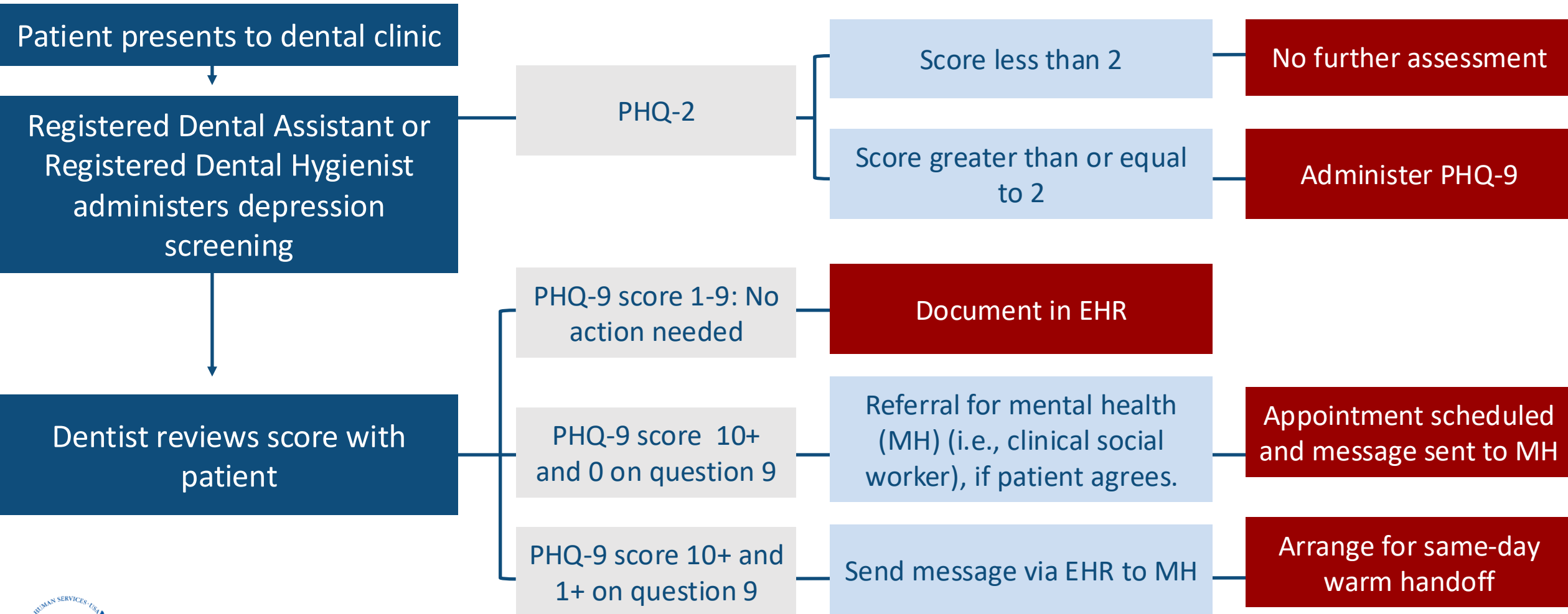| ***FOR STAFF USE ONLY*** |
|---|
| Outcome: Choose an item. _____   If Incomplete Patient Is: ☐ Unable to Complete   ☐ Refuses to Complete |
| Disposition: If Outcome ≥ 2, Referral Recommended ☐ Agrees to BH Referral ☐ Refuses BH Referral   ☐ Referral Not Recommended *Includes Pts Already Under Treatment |
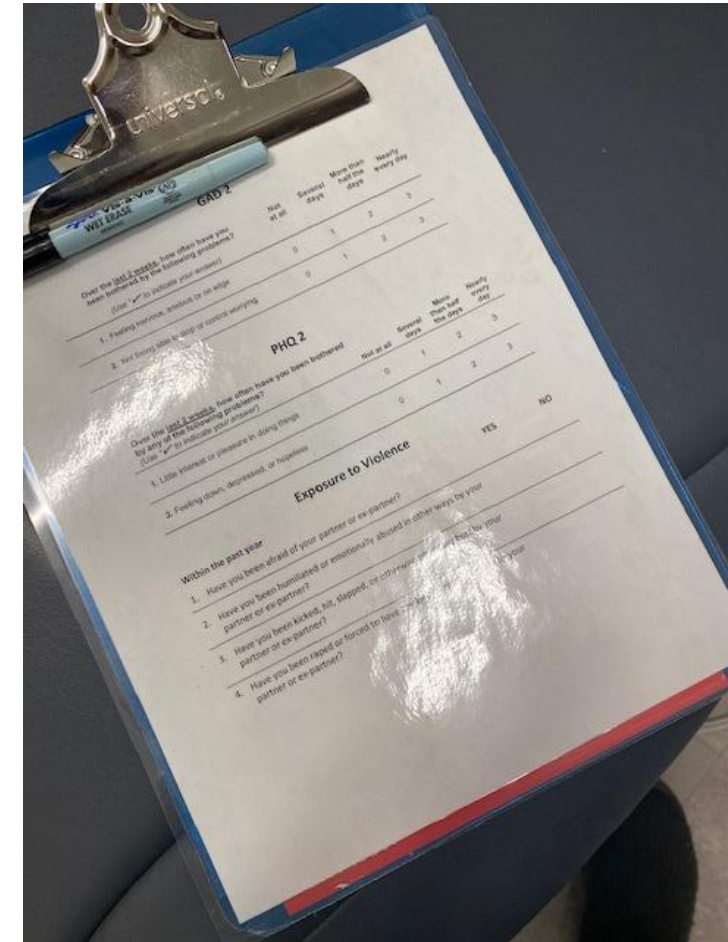
4. Clinical Care System

- Collaboratively develop process workflows for the implementation of the mental health and oral health integration.

- Establish clear policies and procedures that improve the ability and confidence of team members to engage in the work.

Clinical Care Workflow Example 1

Patient presents to dental clinic

Registered Dental Assistant or Registered Dental Hygienist administers depression screening

Dentist reviews score with patient

PHQ-2
- Score less than 2 → No further assessment
- Score greater than or equal to 2 → Administer PHQ-9

PHQ-9 score 1-9: No action needed → Document in EHR

PHQ-9 score 10+ and 0 on question 9 → Referral for mental health (MH) (i.e., clinical social worker), if patient agrees. → Appointment scheduled and message sent to MH

PHQ-9 score 10+ and 1+ on question 9 → Send message via EHR to MH → Arrange for same-day warm handoff

Clinical Care Workflow Example 2

Administer PHQ-2

Score: 0 → Dental assistant reviews with patient and enters into EHR

Score: 1-2 → Administer PHQ-9

Score: 1-13 → Explain to patient that they screened positive for some symptoms of depression. Offer to make a referral to someone from our MH team.

Score: 14+ → Explain to patient that they screened positive for some symptoms of depression. Would they like to speak to someone from our MH team today?

Score 14+ and patient is visibly upset/in crisis → Explain to patient that they have screened positive for some symptoms of depression and that they will connect them with a member of our MH team before moving on with their dental treatment.

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5. Evaluation System: Minimum Core Set of Measures

- **UDS measure:** Percentage of patients aged 12 years and older screened for depression using an age-appropriate standardized depression screening tool and, if positive, a follow-up plan is documented.

  1. Percentage of patients who were screened for depression
  2. Percentage of patients who were screened for depression with a positive screening result
  3. Percentage of patients with a positive screening result that had a follow-up plan documented

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Lessons Learned

Executive leadership support

Health IT challenges

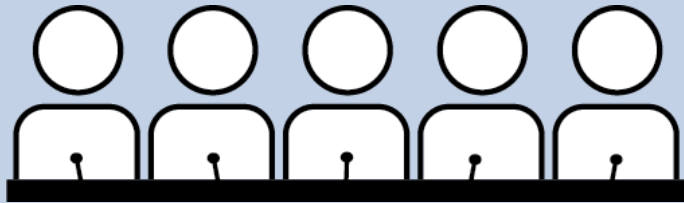Leverage mental health team

Training for dental team members

Evaluation for continual improvement

How Health Centers are Integrating Mental and Oral Health

Panel Discussion

Panelists

- **Selynn Edwards, DDS**

- **Marielys Santiago Matos, MSc**

- **Migdala Perez Rivera, PhD**

- **Laury Rios, DDS**

- **Rebecca Cornille, DDS**

Q&A

Health Center Satisfaction Assessment

We'd love your feedback on today's session!

Please take 2 minutes to complete the Health Center TA Satisfaction Assessment.

You must complete the assessment to claim continuing education credit.

Thank you for your time!

https://www.surveymonkey.com/r/OralHealthWebinar

Thank You!

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Resources/References

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