

FY2022 Noncompeting Continuation (NCC) Progress Report Performance Narrative

Grant D04RH40286

Rural Health Care Services Outreach Program Grant – Oral Health Co-Location

Samaritan Pacific Communities Hospital

Project Director – Shelagh Baird

Project Progress

- a.) Please describe your Outreach Program’s grant project’s progress in relation to each funded activity completed during this current grant period (May 1, 2021 – April 30, 2022) to date. Specifically, complete responses should include a description that addresses the following:

The Oral Health Co-Location project has made significant progress toward meeting the Year One project goals and objectives detailed in the workplan. The project team was able to complete several of the work plan activities in Year One; however, many of the activities listed in the work plan are contingent on ongoing efforts over the life of the grant, so despite sustained progress on grant funded activities, several items in the work plan remain in an “In Progress” status.

Much of our initial efforts centered on developing the processes and formalizing the partnerships that are critical to successfully achieving the project overarching goals and objectives. Capitol Dental Care was able to quickly identify and hire an Expanded Practice Dental Hygienist (EPDH), who was able to work with the Samaritan North Lincoln Hospital (SNLH) management team to identify workspace within the hospital. The EPDH completed the Samaritan Health Services (SHS) credentialing process, site-specific orientation and onboarding, and is now fully privileged at SNLH. Advantage Dental was also able to hire an EPDH, who is currently completing the SHS credentialing process and will work with Samaritan Pacific Communities Hospital (SPCH) management team to complete orientation and onboarding ahead of the Year Two start date.

The Benton, Lincoln, Linn Regional Oral Health Coalition of Oregon agreed to continue to serve as the Coast to the Cascades Community Wellness Network (CCCWN) Oral Health Subcommittee to develop a four-year strategic plan to integrate the EPDH into the two coastal hospitals. Additional activities completed during this grant period that support the project goals include successfully developing a strong assessment plan; designing workflows with key hospital staff at SNLH to ensure the effective integration of the EPDH into the hospital care team; finalized the Care Coordination Agreement between Capitol Dental Care, Samaritan Pacific Communities Hospital, and Samaritan North Lincoln Hospital; and ordering and procuring dental equipment, supplies, and materials.

These initial accomplishments, coupled with an overwhelmingly positive reaction from SNLH staff and leadership, bode well for the continued successful implementation of this innovative approach to improving the overall health of our rural communities.

b.) Describe how your grant project’s work plan for the upcoming grant period (May 1, 2022 – April 30, 2023) will align with the goals of your funded Outreach Program grant project. Complete responses should also include a description of any anticipated programmatic changes, if applicable. If identifying any programmatic changes, please include:

To date, we do not anticipate any programmatic changes. Year Two project activities will focus on continuing and strengthening the services provided by the EPDH at SNLH, as well as expanding the program into a second hospital (SPCH). The challenges the grant team overcame in year one provided valuable lesson that will streamline the credentialing, site orientation, and materials and equipment processes for SPCH. Advantage Dental identified the EPDH who will be working at SPCH and has worked with the Project Director and the SHS Credentialing department to ensure that she will have SPCH privileges prior to the Year Two start date. The Project Director is currently coordinating with Samaritan’s Materials Management staff to purchase the necessary equipment for the EPDH at SPCH.

The Project Director established monthly data meetings with the grant evaluator and the two EPDHs to identify and address potential data collection challenges; this group is in the process of developing custom “dot phrases” to aid in the collection of high quality, reliable data using the SHS EPIC platform.

The EPDH at SNLH and SPCH will continue to offer educational services to staff at each of the two hospitals. Grant activities established in Year One will continue; these activities will be expanded into SPCH in Year Two.

The EPDH at SNLH has established strong relationships with staff and providers at SNLH, which will be instrumental in the continued provision of oral health screenings and care for patients at this facility. The positive reaction to this project at SNLH also provides a strong framework for developing a sustainability to ensure that improvements in oral and overall health as a result of this project can continue long beyond the end of the grant.

Project Staffing Plan

a.) Please briefly describe any changes and/or updates to your grant project’s staffing plan that occurred during this current grant period (May 1, 2021 – April 30, 2022) to date, if applicable.

Capitol Dental Care identified and hired Karen Hall to serve as the EPDH for SNLH in a 0.5 FTE capacity. She completed her SHS credentialing and received SNLH privileges in October 2021 and began seeing patients at the hospital in November 2021.

b.) Please specify any staffing plan changes anticipated for the upcoming grant period (May 1, 2022 – April 30, 2023), if applicable. Complete responses discuss any project implementation that has, or is anticipated, to be significantly affected as a result of any staffing plan changes identified.

Advantage Dental has identified an EPDH, KayLynn Todd, to work at SPCH. She began the SHS credentialing process and should receive SPCH privileges and be ready to start as planned at the beginning of Year Two. No staffing plan changes are anticipated.

Note: Responses should align with position descriptions and/or resumes provided under **Attachment #2** for all positions where grant support is requested.

Challenges, Barriers and/or Unresolved Issues

a.) If applicable, please describe any significant (non-COVID19 related) project implementation challenges, barriers and/or unresolved issues that occurred during this current grant period (May 1, 2021 – April 30, 2022), to date. Complete responses explain how these challenges were resolved, or, the steps being taken to address issues identified.

A significant challenge to ensuring continuity of oral health care, particularly from a sustainability perspective, is the billing processes for Capitol Dental Care. Although the EPDH can refer non-Capitol Dental Care patients for emergency follow-up care using a voucher, a majority of oral health issues do not qualify as an emergency under the parameters of this project. As of January 14, 2022, the EPDH at SNLH has seen 87 patients, of which 11 were Capitol Dental Care clients and were referred for additional oral health services. The 76 non-Capitol Dental Care clients were advised to follow-up with their primary dental provider and/or offered oral health information. This also results in non-Capitol Dental Care clients not guaranteed to receive non-emergent but necessary oral health care. We anticipate this will likewise be a challenge for Advantage Dental as we implement grant activities in SPCH in Year Two.

A related barrier to expanding access to oral health care is a general lack of awareness about dental coverage. For example, many patients simply do not know they have any dental coverage through Oregon Health Plan.

A key component of this project is oral health education, and the EPDH has been able not only educate patients and staff on good oral hygiene and the links between oral health and overall health but has also been educating patients on their dental coverage and linking them to additional oral health resources in the region.

Additionally, the SHS credentialing process was lengthier than originally anticipated due to internal staffing issues. This delayed the EPDH's start date at SNLH. Despite this setback, this was a valuable lesson learned, and we worked to ensure that the EPDH for SPCH had sufficient time to begin the credentialing process prior to the Year Two start date.

b.) If applicable, please briefly describe up to the three of the biggest challenges to your funded Outreach grant project presented by COVID-19 during this current grant period (May 1, 2021 – April 30, 2022). Please specify in your response what the challenge is/was and the steps your organization/network partners took/is taking to mitigate the identified challenge(s).

Widespread supply chain issues related to COVID-19 created unanticipated delays in procuring equipment, materials, and supplies, which initially limited the scope of work the EPDH. Similarly, these supply chain issues resulted in the cost of the necessary dental equipment to be higher than originally budgeted; however, we were able to accommodate that unanticipated increase in cost by making allowable adjustments within the budget.

- c.) If applicable, describe and address any *anticipated challenges/barriers for the upcoming grant period (May 1, 2022 – April 30, 2023)*. Please explain how any anticipated challenges/barriers may be resolved or addressed.

Ongoing uncertainty and ever-shifting hospital policies and restrictions related to the ongoing COVID-19 pandemic certainly could pose potential challenges to the EPDH's ability to conduct outreach and education efforts in the hospital and community. However, the successful integration of the EPDH into SNLH in Year One despite a variety of COVID-19 restrictions shows this project teams ability to adapt and innovate.

Outcomes & Accomplishments

- a.) Please list the major project outcomes accomplished as a result of your funded grant project *during this current grant period (May 1, 2021 – April 30, 2022), to date*. Complete responses address the following:

An overarching accomplishment of Year One efforts was the sustained efforts of the project team, partners, and hospital leadership that enabled the successful implementation of this important work despite significant ongoing challenges. To date, the EPDH has provided oral health screenings, assessments, and interventions to 87 patients at SNLH. The EPDH has been instrumental in increasing awareness about this project in both the hospital and in the community through regular participation in department meetings, interviews on the local radio station, and outreach to community leaders. Not only has this has generated significant interest in sustaining and expanding this model but it enables the EPDH to connect patients with resources and follow-up care outside the scope of the project that focuses on improving overall oral health outcomes in the community. The Project Director also regularly updates the CCCWN, SPCH, SNLH leadership, and key community partners on project activities and progress.

Project Models, Data & Sustainability

- a.) Please discuss the experiences and lessons learned from the adoption/adaption of your project's selected evidence-based or promising practice model(s) implemented *during this this current grant period (May 1, 2021 – April 30, 2022), to date*. Successful responses also identify and explain reasons for any changes to project model(s) implemented, if applicable.

This project was developed based on modifications to the Community Dental Health Coordinator (CDHC) Program implemented in a rural hospital in Little Falls, New York and builds on the successes of an Expanded Practice Dental Hygienist (EPDH) co-location pilot project implemented in Samaritan Lebanon Community Hospital in Lebanon, Oregon. The CDHC program in Little Falls, New York brought together a dental hygienist, an oral and maxillofacial

surgeon, and an emergency department to connect patients to dental homes. The adaptation of this model was bringing together medical and dental professionals to understand the importance of co-locating dental services in medical settings. The SLCH model is being replicated in SNLH and SPCH to include the staff time of the EPDH on site at each hospital, allowing the EPDH to screen for oral health needs as opposed to an oral surgeon, and increasing the role of the EPDH in staff, patient, and community education. The Oral Health Co-Location Project is building on the successes of this pilot project; applying lessons learned, we clarified the EPDH role, developed a clear understanding of workflows, and worked to identify and address potential challenges.

- b.) Describe the strategies utilized for project data collection, utilization, and/or dissemination implemented during this current grant period (May 1, 2021 – April 30, 2022), to date. Complete responses include how the identified strategies share in accomplishing project goals and sustainability.*

The Project Director, evaluator, and the EPDH developed several data collection tools to ensure that we are accurately tracking project activities and collecting robust, reliable data that aligns with our reporting requirements. We developed several custom “dot phrases” that will be built into EPIC to enable the EPDH to capture which services were provided, as well as non-clinical data such as barriers to accessing dental care. In addition to ensuring we meet reporting requirements; these data will help us better understand the oral health needs of our communities and to identify program strengths and weaknesses.

- c.) Describe any sustainability strategies and/or activities that have implemented for the sustainability of your Outreach Program grant project during this current grant period (May 1, 2021 – April 30, 2022), to date.*

The CCCWN and project partners are committed to sustaining program efforts beyond the life of the grant to continue improving the overall health of our communities. We will build on the strong foundation the CCCWN provides, leveraging strategic partnerships with other community organizations, and explore measures to promote financial sustainability. The Oral Health Subcommittee, which meets monthly, has discussed the importance of identifying and developing strategies to establish financial sustainability. These are early conversations, and a more formal planning and implementation process will be a focus of Years two through four. The available data and an updated Community Health Needs Assessment will help inform local and regional decisions.

Collaboration & Capacity Building

- a.) If applicable, please describe any new partnerships leveraged by your organization as a result of this grant project during this current grant period (May 1, 2021 – April 30, 2022), to date.*

The Oral Health Subcommittee comprises a variety of oral health experts from across our region and provides this project with technical expertise, in addition to affording opportunities for collaboration and capacity building. Our collaboration with these organizations has developed two new partnerships with A Smile for Kids (ASK), which works to expand access to

orthodontia to low-income children across Oregon, and the Housing Authority of Lincoln County, which coordinates dental vans and provides dental vouchers to uninsured people in Lincoln county. These organizations support and further our efforts to improve the oral health of uninsured, underinsured, unhoused and/or low-income adults and children in rural Lincoln County.

Health Equity

- a.)* Based on populations you engage with, describe the populations, subpopulations and/or underserved communities who have historically suffered from poorer health outcomes, health disparities, and other inequities. These populations may include but are not limited to: racial and ethnic minorities, members of religious minorities, LGBTQIA2S+ persons, persons with disabilities, and persons otherwise adversely affected by persistent poverty or inequality. When possible, if applicable, please include data in support of your response provided.

- b.)* Explain how your project meets the needs of your service area, and reduces barriers (social, cultural, infrastructure, etc.) that affect the health status of populations you engage with.

The population this project will serve includes the following subpopulations who have historically suffered poorer health outcomes and health disparities in our region. Specific activities will be conducted to reach these populations.

- Hispanic, Limited English speakers, people with disabilities and other Underrepresented communities
- Members of the Confederated Tribes of the Siletz Indians
- Residents who are unhoused
- Uninsured and Underinsured community members
- Pregnant women

The CCCWN will work closely with representatives from the Confederated Tribes of the Siletz Indians to ensure that oral health education reaches tribal members and that project services are presented and conducted in a way that is culturally appropriate.

Members of the homeless population are some of the most frequent presenters at the ED with dental pain. The EPDH will be trained in how to most effectively communicate with individuals who are unhoused as well as specific strategies that individuals can utilize to support oral health while unhoused.

Along with the unhoused populations in the community, uninsured and underinsured community members are frequent users of the Emergency Departments for dental pain. The EPDH will have knowledge, skills and abilities to work with the uninsured and underinsured community members.

Attachment 1: Work Plan

Grant D04RH40286

Rural Health Care Services Outreach Program Grant - Oral Health Co-Location

Samaritan Pacific Communities Hospital

Project Director – Shelagh Baird

Definitions of Acronyms:

- AD Advantage Dental
- CD Capitol Dental Care
- EPDH Expanded Practice Dental Hygienist
- SHS Samaritan Health Services
- SNLH Samaritan North Lincoln Hospital
- SPCH Samaritan Pacific Communities Hospital

Color Key:



Not Started



Started/In Progress/Near Completion



Complete

Goal 1: By April 30, 2025, integrate oral health with physical health in two rural hospitals in Lincoln County.							
Objectives	Activities	Progress Measures	Outcomes Measures	Timeline	Persons Responsible	Progress	Notes
Develop a four-year strategic plan to integrate an EPDH in Samaritan Pacific Communities Hospital and Samaritan North Lincoln Hospital.	Formalize consortium (CCCWN/Oral Health Subcommittee)	Consortium established	Consortium MOA	May-June 2021	Consortium Director, Project Director	Completed	The Benton, Lincoln, Linn Regional Oral Health Coalition of Oregon agreed to act as the CCCWN Oral Health Subcommittee for the grant.
	Develop Four-Year Strategic Plan	Evaluator, Consultant, Project Director, Network Director and Oral Health Subcommittee are convened to develop Strategic Plan.	Strategic Plan is developed.	May 2021 – April 2022	Project Evaluator, Consultant, Project Director, Oral Health Subcommittee	Just started	Project Director received Strategic Plan template from HRSA on 1/24/2022. Template

							discussed with Oral Health subcommittee on 1/26/2022.
	Develop Assessment Plan	Evaluator, Consultant and Project Director meet to collect data and develop Assessment Plan.	Assessment Plan is developed.	May 2021 – November 1, 2021	Project Evaluator, Consultant, Project Director	Completed	The Assessment Plan was submitted to HRSA through EHB on 11/30/2021 and was accepted by HRSA.
	Develop Sustainability Plan	Oral Health Subcommittee, Project Director and Consultant meet monthly to develop Sustainability Plan.	Sustainability Plan is developed.	January 2025	Oral Health Subcommittee, Project Director	Not started	
Develop workflows to ensure effective integration of EPDH into hospital care team.	EPDH participates in staff meetings at hospital.	EPDH attends hospital staff meetings.	EPDH role is established within the hospital	Aug 2021 – ongoing	EPDH	In Progress	Project director coordinated with key hospital staff to include EPDH in monthly department meetings with the ICU/Med Surg, the Management Council, and the Emergency Dept. team. <i>This activity will be ongoing through the duration of the grant.</i>

	Develop referral points to enroll eligible patients in OHP and assign dental provider to enable referral and follow up care	EPDH will work with appropriate hospital staff to develop a referral process for patients.	Referral process established	Sept 2021 – April 2025	EPDH, PD, SNLH / SPCH staff	In Progress	<i>This activity will be ongoing through the duration of the grant.</i>
	Develop protocols to ensure continuity of services, such as the voucher programs	EPDH will work with Lincoln County Oral Health Coalition and the Regional Oral Health Coalition to expand the voucher services and other programs to ensure continuity of dental services.	Protocols to connect patient to additional dental services are established	August 2021 – December 2021	PD, EPDH Lincoln County Oral Health & Regional Oral Health Coalition	Near Completion	Project Director and EPDH developed voucher form and Client Responsibility form; approved by SHS Legal Dept. on 1/19/2022
	Convene monthly meetings to problem solve and make ongoing program improvements	EPDH will identify challenges in implementing the project.	Monthly meetings convened	August 2021 – April 2025	SLNH/SPCH CEO, CD, AD	In Progress	<i>This activity will be ongoing through the duration of the grant.</i>
	Provide monthly updates to Oral Health Subcommittee	EPDH will provide monthly updates on progress and challenges.	Progress updates provided	August 2021 – April 2025	EPDH	In Progress	EPDH update is standing agenda item for the monthly Oral Health Subcommittee meetings. <i>This activity will be ongoing through the duration of the grant.</i>
	Finalize agreement between hospital and Capitol/Advantage	EPDH & PD will develop and finalize operational agreements with hospitals and partner organizations	Agreement in place	August 2021	PD, SNLH, SPCH, Capitol Dental Care, Advantage Dental	Completed	The Coordinated Care Agreement between Capitol Dental Care and Samaritan

							Health Services was signed by all parties on 11/10/2021.
	Identify location for EPDH in the hospital	List of possible sites created, meetings with appropriate department heads conducted	EPDH 'home' in hospital established	June 2021 March 2022	SNLH SPCH	Completed	Project Director, EPDH, and SNLH COO met and identified office space and work sites at hospital.
	Order equipment	List of equipment generated	Purchase order submitted	July -Aug 2021 Mar -Apr 2022	Capitol Dental Care Advantage Dental SNLH/SPCH	Near Completion	Capitol Dental generated supply list; SNLH Materials Management ordered and procured equipment.
	Hire EPDH	EPDH position posted, interviews scheduled	EPDH hired and onsite	July -Aug 2021 Oct. 2021 (Capitol) July – Aug 2022 (Advantage)	Capitol Dental Care Advantage Dental	Near Completion	Karen Hall was hired by Capitol Dental Care in August 2021; she completed SHS credentialing process and received privileges for SNLH on 10/21/2021.
	Establish billing protocols by end of grant to ensure sustainability	EPDH will work with Samaritan Health Services Regional Business Office to identify billable services.	Billing process established	April 2025	SHS Regional Billing Office, EPDH, PD	Not yet started	

Goal 2: By April 30, 2025 provide oral health services and connections to follow up services for SNLH and SPCH patients.

Objectives	Activities	Progress Measures	Outcomes Measures	Timeline	Persons Responsible	Progress	Notes
EPDH provides oral health services in hospital setting.	Conduct oral health patient assessments, provide services such as cleaning, triage, fluoride varnish, x-rays, consult with offsite dentist, develop treatment plan, demonstrate patient-specific oral health protocol to nursing staff as appropriate	Track number of patients that medical provider refers to EPDH (submits “order” in medical record)	The number patients referred and receive oral health services.	Sept 2021 Nov 2021 – April 2025, daily	EPDH	In Progress	EPDH at SNLH has been seeing patients in a variety of hospital and clinic settings at SNLH since 11/1/2021. <i>This activity will be ongoing through the duration of the grant.</i>
EPDH provides continuity of care for patients upon leaving the hospital.	<p>Link uninsured and underinsured patients in need of additional oral health services to local dental provider under the voucher program.</p> <p>Link insured patients in need of additional oral health services to their primary dental provider.</p>	Track follow up with discharged patients after 30 days to ensure they have received needed dental services and have a dental home identified.	The number patients served by EPDH provided additional dental services and assigned a dental home.	Sept 2021 – April 2025, daily as needed	EPDH	Just Started	<i>This activity will be ongoing through the duration of the grant.</i>

Goal 3: By April 30, 2025 promote and demonstrate the link between oral health and physical health through the provision of provider, staff, patient, and community education across Lincoln County.

Objectives	Activities	Progress Measures	Outcomes Measures	Timeline	Persons Responsible	Progress	Notes
Educate health care providers, staff, and community members on oral health, including the link between oral and physical health.	Provide oral health education at staff meetings	Provide oral health education at hospital staff meetings.	Number of education sessions held at staff meetings.	Oct 2021- April 2025	EPDH	Just Started	EPDH has presented at 4 staff/departments meetings at SNLH in Year 1. <i>This activity will be ongoing through the duration of the grant.</i>
	Encourage physicians to complete Smiles for Life curriculum	Provide physicians links to Smile for Life online curriculum.	Number of providers who receive their certificate of completion.	Oct 2021- April 2025	EPDH/PD	Not Started	
	Publish oral health education information in provider newsletters	Submit articles to hospital newsletters.	Completion of two articles annually in hospital newsletter.	Twice/year – April 2025	EPDH/PD	Just Started	Project Director provides monthly grant updates for CCCWN newsletter. Fall 2021 issue of hospital magazine included article about oral health. <i>This activity will be ongoing through the duration of the grant.</i>
	Conduct one-on-one education with staff and providers as appropriate	Schedule one-on-one education with staff and providers with one staff each week.	Number of staff who receive oral health education.	Oct 2021- April 2025, daily	EPDH	Just Started	EPDH provides one-on-one education to hospital staff

							and providers in conjunction with providing oral health services to patients. <i>This activity will be ongoing through the duration of the grant.</i>
	Provide oral health education at large hospital gatherings to increase reach	Host an annual oral health education training either in-person or virtual.	Number of community members attending training and reporting new knowledge on oral health.	Oct 2021 – April 2025	EPDH	Not Started	
	Conduct formal oral health trainings with staff and medical providers	Organize Continuing Education credits for staff and providers on oral health.	Number of staff and providers attending CE training and receive credit	Oct 2021 - April 2025	EPDH/PD	Not started	
	SHS Marketing dept and Contractor to develop media campaign strategies and materials. Topic areas to include: integral connection between oral health and overall health; link between oral health and chronic disease; importance of oral health during pregnancy	Document development of media campaign materials in each topic area and media source (e.g., website, newsletters, articles, brochures, flyers, social media activities).	Number and types of materials developed for each topic area.	May 2021 – April 2025	SHS Marketing Department, PD, Contractor	Just Started	SHS Marketing published article in Fall 2021 “Heart to Heart” magazine.

	Distribute media campaign materials through appropriate venue.	Monitor and track distribution activities as appropriate (counts or numbers reached).	Number of materials distributed, number of venues and media sources utilized.	August 2021 – April 2025	PD, CCCWN/Oral Health Subcommittee	Not Started	
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