

Pediatric Oral Health in Federally Qualified Health Centers

Introductory Questions:

What is your role/set of responsibilities in the clinic?

If clinician: what type of clinician are you, e.g., Pediatrician, Nurse Practitioner, Dentist, Nursing Assistant, Nurse Manager?

If non-clinician: What is your title?

Areas of interest	Examples of questions (to be asked as appropriate for role and CHS services)
Relevance of oral health for general health	<p>1) How would you describe the oral health status of children who come to your community health center (CHC)? Are there special oral health problems that these children face? [NOTE: hearing general status is okay -- specifics even better -- getting at their perceptions.]</p> <p>2) Tell me about the relationship of oral health to these children's overall health? [NOTE: seek general facts; if answer is too general, then PROBE: Can you think of any examples of how oral health is related to pediatric health?]</p> <p>3) Do you think pediatric clinicians have any responsibility to provide guidance for oral health care? If so, what does that responsibility include?</p> <p>4) Have you heard about the oral health recommendations and guidelines established by pediatric professional societies, like the American Academy of Pediatrics? If so, where did you hear about them?</p> <p style="padding-left: 20px;">a) If you have heard about the guidelines, can you recall any of the items they cover? If so, which ones do you recall?</p> <p style="padding-left: 20px;">5) What value do you think parents place on [NOTE: ask one at a time] Brochures about oral health? On gifts of toothbrushes, etc.? On reminders sent out before an appointment [NOTE: any appointment]?</p>
Current oral health practices at your center (CLINICIAN-ONLY)	<p>6) What do pediatric clinicians do about oral health anticipatory guidance in your CHC? (Peds CLINICIAN-ONLY) [PROBE: If 'not much,' ask for specific activities.]</p> <p style="padding-left: 20px;">a) What are your current practices for [NOTE: ask one at a time] Charting? For making referrals? For tracking results of referrals? [NOTE: general practices, not just for oral health] (Peds CLINICIAN-ONLY)</p> <p style="padding-left: 20px;">b) Do you use text messages to communicate with patients? If so, what type of messages do you send? [PROBE: appointment reminders, preventive health tips/information, test results] (Peds CLINICIAN and DENTIST)</p> <p style="padding-left: 20px;">c) Do you perform any type of caries risk assessment? If no, continue to #d. If yes, ask:</p> <p style="padding-left: 40px;">i. Do you look at the teeth and gums?</p> <p style="padding-left: 40px;">ii. Do you use caries risk assessment tools? If no, continue to # d.</p> <p style="padding-left: 40px;">iii. If so, which ones?</p> <p style="padding-left: 40px;">iv. What is the average time needed to complete caries risk assessments? [NOTE: overall average or by each type of tool is acceptable]</p> <p style="padding-left: 40px;">v. What are the pros and cons of the tool(s)? Would you suggest any changes to the tools?</p> <p style="padding-left: 20px;">d) Do you use electronic health records (EHRs)? [If no, continue to #e.](CLINICIAN & DENTIST)</p> <p style="padding-left: 20px;">If yes, ask:</p> <p style="padding-left: 40px;">i. Is oral health incorporated into the electronic health records?</p> <p style="padding-left: 40px;">ii. Do you use an oral health template in your EHRs?</p> <p style="padding-left: 40px;">iii. What are the pros and cons of using EHRs to chart oral health information?</p> <p style="padding-left: 40px;">iv. Any suggested changes for using EHR for oral health charting?</p>

	<p>e) Have you ever participated in trainings related to oral health? Has anyone in your office participated in trainings related to oral health? (Peds CLINICIAN-ONLY)</p>
<p>Feasibility of an oral health intervention as part of pediatric primary care</p>	<p>7) What do you think are the potential benefits of oral health activities during a well-child visit--- for families, for your center and for the community?</p> <p>8) What do you think are the potential financial and other costs associated with oral health activities during a well-child visit?</p> <p>9) Do you know if your CHC is certified as a medical home or is working toward that designation? How could the idea of medical home apply to oral health issues at the well child visit?</p> <p>10) Does your facility provide oral health services as part of the well-child visit, or in a separate dental clinic, or both? [PROBE: How are those services organized? Who delivers them? What is the scope of those services? NOTE: clarify what happens on the pediatric side and what happens on the dental side, if both are offered.]</p> <p>a) What do you think most parents understand about early childhood caries (ECC) risks and consequences?</p> <p>b) How important do you think oral health is to most parents?</p> <p>c) Does parents' interest in oral health change how you communicate about it? If so, how?</p> <p>d) Do you promote oral health services (like regular dental visits) to existing patients? If so, how?</p> <p>e) Are there any issues that are unique to a CHC like yours that affect how you might incorporate oral health in a well-child visit? [PROBE: Income? Education? Language? Culture?]</p> <p>f) How do you think the cultural beliefs and/or values of your patients' families help or hinder including oral health prevention in the well-child visit?</p>
<p>Acceptable methods to include oral health prevention in well childcare</p>	<p>11) Where would you start to include oral health in well childcare? [PROBE: Age group? Location, e.g., in an unused room or waiting area in the Pediatric clinic, or in the exam room while waiting for the clinician? Type of procedure, e.g., mouth inspection, fluoride application? Type of information? Providing brushes and toothpaste?]</p> <p>a) A Dental Assistant usually helps the dentist with procedures. How would you feel about expanding that role to include SOME FORM OF navigation between pediatric and dental services? (CLINICIAN-ONLY) PROBE e.g. making medical appointments, making sure records from the dentist get into the medical record</p>
<p>Perceived facilitators</p>	<p>12) Is there an oral health champion in the office, i.e., someone who might be enthusiastic about inclusion of oral health activities in the well-child visit? [PROBE: What is that person's current professional role?]</p> <p>a) If yes? Would that be a person you might feel comfortable with to help pilot new oral health activities in a well-child visit or enrich existing services?</p> <p>13) What would make it easier for clinicians to include oral health in the prevention messages they deliver as part of well-child care (along with the usual anticipatory guidance about bike helmets and protective gear for sports, etc.)? (CLINICIAN-ONLY)</p> <p>14) Where could your CHC seek new sources of funding for pediatric oral-health-related activities? [PROBE: Would anyone at your center be willing to put together a foundation proposal? Could you go to your city council? Seek benefactors?]</p>
<p>Perceived barriers to inclusion</p>	<p>15) What are some of the challenges to introducing some type of pediatric oral health activities as part of the well-child visit?</p>
<p>Potential strategies despite barriers</p>	<p>16) Given your current resources, what pediatric oral health activities might you be able to realistically adopt as part of a well-child visit? [PROBE: Informational brochures?</p>

	<p>Fluoride? Referral system? Including oral health in charting?]</p> <p>17) How could you encourage pediatric clinicians to participate (or other pediatric clinicians if interviewing a clinician)?</p> <p>a) Would the administration be supportive? If so, what would help from their end?</p> <p>18) What could a dentist tell you about the child you are seeing that would be useful for your medical care for that child? (Peds CLINICIAN-ONLY)</p> <p>19) What could a pediatric clinician tell you about the patient you are seeing that would improve the oral health care you deliver to that child? (DENTIST-ONLY)</p>
Expected economies of scope if you adopted those strategies	<p>20) What amount of revenue could oral health activities during a well-child visit bring into the clinic? (CEOS, MEDICAL DIRECTORS ONLY)</p> <p>21) Do you think the addition of oral health activities as part of the well-child visit would attract patients to the clinic? If so, could the clinic handle an increased volume of patients?</p>
Possible diseconomies of scope	<p>22) Can you identify any negative factors related to inclusion of oral health during a well-child visit?</p>
Avenues to increase sustainability	<p>23) What issues would be important to think about in setting up or enriching oral health activities during a well-child visit so inclusion of oral health becomes the standard of care, not just a trial that comes and goes?</p> <p>[PROBE: Involving more people in the decisions? Resources (financial, staff, space)? Funding? Organizational culture? Leadership style? Clinical protocols? EMR Templates or electronic communication across differences in medical records? Co-location of pediatric and dental services? Staff training? Assignment of oral health activities to a particular role, like a nurse-practitioner? Designation of a team leader for this idea?]</p>
Organizational Structure	<p>24) How are decisions (about adopting new activities) made? Who makes them? Do decision makers involve the adopters in planning the implementation of new programs or policies?</p>