

Draft Priorities, Goals, Objectives and Strategies of the 2017-2020 Arizona Oral Health Action Plan

Stark inequities and disparities make achieving the Arizona Health Improvement Plan's 2020 goal of improving the oral health of Arizonans by 5 percent nearly impossible without transformation of equitable access to care, integration, infrastructure, and prevention and empowerment. This draft addresses these four priority areas.

Equitable Access to Care

Issue: Access to care is not just access to dental treatment. Access to care includes availability, affordability and “get-ability” (the ability of consumers to avail themselves of oral health care).

Goal 1: Access is increased and barriers removed to preventive, restorative, and emergency oral health services.

- Objective 1: Expand public and private oral health benefits for consumers.
 - Strategies
 - Promote dental benefits for adults in Medicaid and Medicare: emergency, limited and comprehensive.
 - Promote public and private insurance to cover pediatric prevention and comprehensive care.
 - Decrease the proportion of Arizonans who are underinsured or without dental benefits.
 - Increase the proportion of Arizonans with disabilities, special needs and pregnant women who receive oral healthcare.

- Objective 2: Develop financial and administrative mechanisms that insure the availability and affordability of oral health, transforming the delivery system of health services.
 - Strategies:
 - Expand access to oral health services through Federally Qualified Health Centers (FQHCs), school-based programs, provider clinics and public private partnerships.

- Support value-based care models that include oral health services, supporting the Triple Aim (1-Improving the individual experience of care, 2-Improving the health of populations, and 3- Reducing the per capita cost of care for populations).

Value Based Care definition- Where value is defined as the outcomes achieved that matter to patients (consumer) relative to the cost of achieving those outcomes to payors.

- Increase the number and type of providers who are culturally competent and reflect the diversity of Arizona with regard to race, gender, and ethnicity.
 - Support, collaborate and coordinate with county public health systems.
- Objective 3: Eliminate industry-related barriers to preventive, restorative, and emergency health systems.
 - Strategies:
 - Increase utilization of the oral health care system.
 - Establish a verified, up-to-date, and accessible referral system for dental services.
 - Increase the establishment and utilization of workforce and delivery models within dental shortage areas (e.g., teledentistry, mobility health).
 - Eliminate unnecessary emergency department utilization.

TRIPLE AIM



Integration

Issue: Oral health is often an afterthought in efforts to build an integrated healthcare system. Providers and consumers have yet to fully incorporate oral health as an essential component of overall health and well-being. Transforming the delivery of healthcare services will require innovation and is a necessary component of integration. Oral health must be included in the movement to put people at the center of the health-care system.

Goal 2: Create a person-centered healthcare system that values oral health as essential to overall health and well-being.

- Objective 1: Build community alliances of providers and consumers to increase oral health literacy, reforming the way Arizonans learn, discuss and practice preventive health and well-being.
 - Strategies:
 - Continued support of local/regional health coalitions and grassroots organizations with coordinated efforts to improve oral health.
 - Promote interaction and communication between providers and consumers around value expectations (appointment availability and accountability, referral coordination, disease management, illness/disease prevention, early periodic screenings).
 - Engage all stakeholders in co-designing the delivery system.

- Objective 2: Increase the number and types of health providers.
 - Strategies:
 - Promote dental providers as part of the health care team
 - Enhance inter-professional collaboration, education and training.
 - Create education platforms for health and human service workers on inter-professional models of care.
 - Establish Quality Improvement guidelines for oral healthcare services.

Infrastructure

Issue: Arizona's oral health-care delivery system suffers from a shortage of providers across multiple sectors and also from a lack of solid information gathering and sharing that would enable creation and implementation of effective programs and services. A sound system must include: strong leadership, competent professionals, innovation, intersectoral collaboration as well as data and community surveillance in order to achieve improved health outcomes.

Goal 3: Strengthen and sustain an equitable oral health infrastructure to meet the needs of providers and consumers, resulting in better care and better health at more affordable cost.

- Objective 1: Develop and maintain a centralized oral health data and information system.
 - Strategies:
 - Develop surveillance plan to monitor oral health across populations.
 - Ensure that health information systems at the county/local level include detailed data on race, ethnicity, language, geographic, and other characteristics to monitor oral health disparities.
 - Develop surveillance system to track progress of systems efforts.
- Objective 2: Ensure a sustainable and well-funded public health system for oral health.
 - Strategies:
 - Facilitate and support collaboration between AHCCCS and managed-care organizations to ensure an adequate and culturally competent network of providers.
 - Explore funding opportunities for local, county and state public health infrastructure development.
 - Include adequate funding for oral health bureau in the state budget.

- Objective 4: Maintain a statewide network of champions and leaders for oral health advocacy, planning, and messaging.
 - Strategies:
 - Continued support of local/regional health coalitions and grassroots organizations with coordinated efforts to improve oral health.
 - Grow and sustain an inclusive statewide oral health coalition that is representative of Arizona communities and housed within the Office of Oral Health at ADHS.

- Objective 5: Increase the number of Arizonans served by a fluoridated water system.
 - Strategies:
 - Provide technical assistance on community water fluoridation.
 - Address the need for community water fluoridation to the public and policy makers.

Prevention and Empowerment

Issue: Knowledge provides power to prevent oral health disease among Arizonans. Raising awareness and increasing oral health literacy through collaborative efforts, will give consumers (and providers) the tools needed to become and stay healthy.

Goal 4: Promote oral disease prevention and risk mitigation as essential to overall health and well-being.

- Objective 1: Promote culturally competent provider and consumer oral health literacy.
 - Strategies:
 - Raise awareness of the connection between diet/nutrition and oral health.
 - Educate policy makers, providers, and consumers about water fluoridation and dental sealants as a proven measures for oral disease prevention.
 - Equip consumers with tools to better navigate the oral health care system.

- Ensure families have self-care information (about diet, nutrition, oral hygiene practices) and tools that support improved oral health at the individual/household level.
- Objective 2: Develop a communications plan to educate all Arizonans on oral health best practices, disease prevention and health equity.
 - Strategies:
 - Develop sustained and consistent messaging around oral health.
 - Use media and social media to promote messages.
 - Grow and sustain a coordinated network of partners to disseminate oral health information.
 - Foster collaborative relationships between unexpected/unusual community partners that can impact the oral health movement.
- Objective 3: Build a social norm around the value of oral health.
 - Strategies:
 - Include oral health in public dialogue and health policy.
 - Conduct stakeholder and grassroots advocacy for expanded community water fluoridation systems.
 - Grow consumer advocacy groups that include people most impacted by oral health disease.
- Objective 4: Promote a shared understanding of oral health among providers and consumers
 - Strategies
 - Encourage child care facilities and schools systems to include oral health programs in overall health education.
 - Develop a comprehensive community referral program for oral health service.
 - Expand the number of sealant and fluoride varnish programs.
 - Develop partnerships with health and human service providers and caretakers to include oral health in overall health dialogue and support systems.