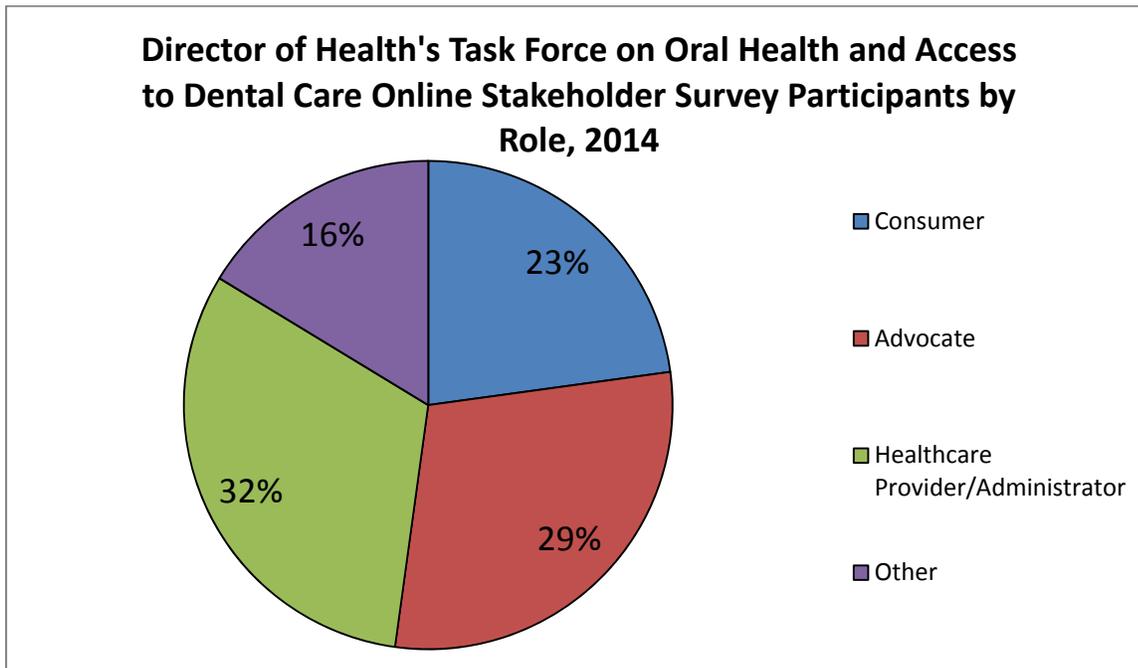
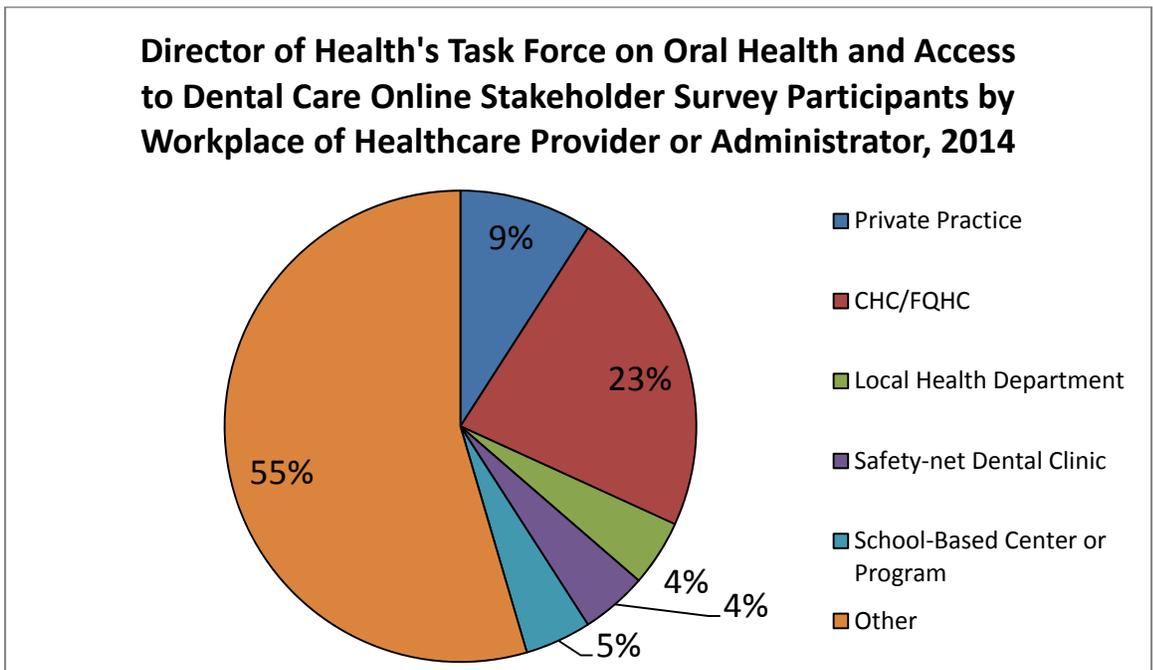
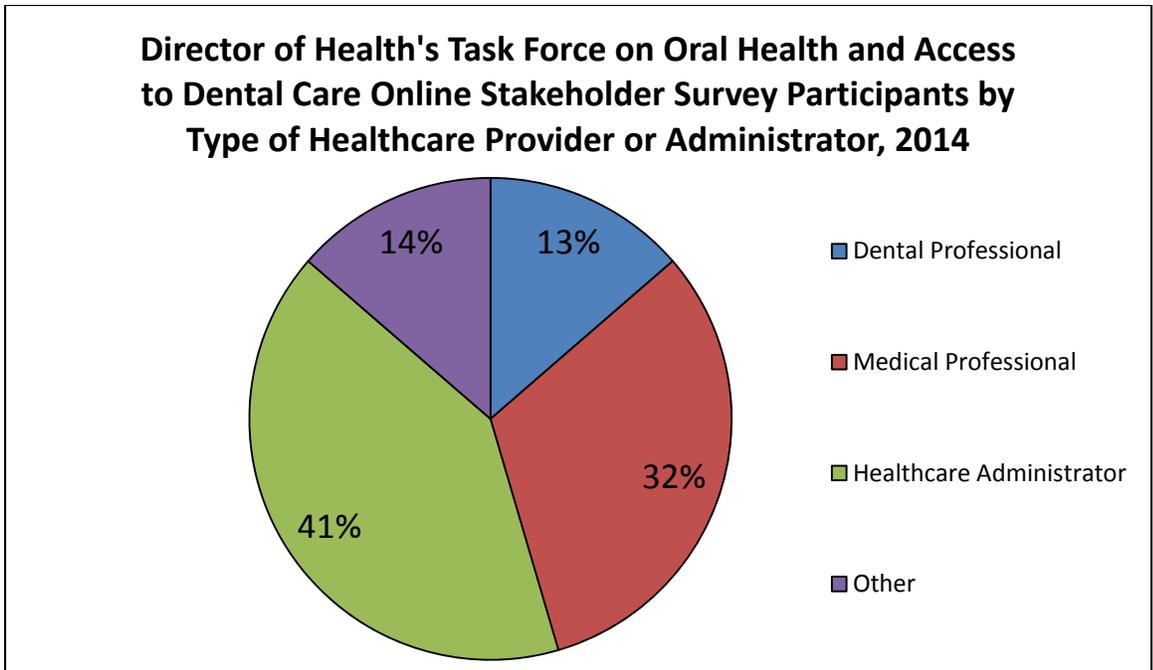


2014 Director of Health's Task Force on Oral Health and Access to Dental Care, Online Stakeholder Survey Results

Respondents:

- 100 respondents, 91 who did not attend a regional meeting (see Appendix A for locations of participants)





- Other includes: Mental health facility (6), long-term/extended care facility (1), home health provider (1), primary care clinic (1), community organization (1), health system (1), funder of clinic programs (1).

CONSUMERS AND ADVOCATES

Question: Have other healthcare providers (e.g., doctors, nurses) asked you about your oral health or dental care?

- Yes, 44%
- No, 52%
- Don't Remember, 4%

Question: We all make choices everyday about what needs and concerns we will address (e.g., job, school, child care, food, other health issues, needs of other family members). Where do oral health and dental care fit in your life priorities?

- High or very high, 62%
- Neutral, 28%
- Low or very low, 10%

Question: What makes it difficult for you, your family, or your community to achieve oral health?

- Lack of dental providers who accept Medicaid (33% of respondents)
- Lack of affordable dental coverage for patients (21% of respondents)
- Lack of financial resources for patients (21% of respondents)
- Cost of dental care (17% of respondents)
- Lack of dental providers in area (13% of respondents)

Question: What makes it easier for you, your family, or your community to achieve oral health?

- Nearby dental providers who accept all types of payer sources (19% of respondents)
- Affordable dental coverage plans available (17% of respondents)
- Access to appropriate and quality dental care (14% of respondents)
- Availability of community workers to help navigate the dental delivery system (12% of respondents)
- Community education on the importance of oral health; the presence of FQHCs and other safety-net dental clinics (9% of respondents)

Question: In a perfect world, what would oral health and access to dental care look like?

- Access to affordable, quality dental care for everyone (35% of respondents)

- Availability of free, quality services for patients who cannot pay (12% of respondents)
- Oral health instruction and education for everyone (9% of respondents)
- Local, affordable places to receive preventive care; increasing dental providers who accept Medicaid (7% of respondents)

PROVIDERS

Question: What makes it hard for you to provide oral health services in your practice or community?

- Lack of dental providers who accept Medicaid (32% of respondents)
- Lack of dental providers willing and friendly to special needs patients, i.e., mentally ill, homeless, extreme poverty (21% of respondents)
- Lack of financial resources for patients (21% of respondents)
- Lack of affordable dental care for the uninsured and underinsured (16% of respondents)
- Lack of funding and financial sustainability of dental clinics to serve vulnerable populations (16% of respondents)

Question: What have you experienced that makes it easier to provide oral health services in your practice or community?

- Availability of FQHCs and other safety-net dental clinics (32% of respondents)
- Availability of dental providers who accept and serve Medicaid population (19% of respondents)
- Dental providers who provide/volunteer free services (13% of respondents)
- Dental residency programs; knowledge of community resources; loan repayment to recruit providers; Medicaid expansion; public sector funding of dental programs (6% of respondents)

Question: What is the role of publicly funded programs in oral health and access to dental care?

- Provide comprehensive care to all (21% of respondents)
- Increase funding for community dental clinics (14% of respondents)
- Recruitment and retention of community dentists (14% of respondents)
- Advocacy; assistance with loan repayment; foster utilization among special populations; fund existing clinics instead of providing startup costs of new ones;

increase health literacy; increase Medicaid reimbursement; Medicaid expansion (7% of respondents)

Question: What roles in oral health and access to dental care do you see for non-dental professionals?

- Make appropriate referrals to dental providers (35% of respondents)
- Incorporate oral health into overall health and wellness education (29% of respondents)
- Incorporate oral health into preventive care programs (24% of respondents)
- Care coordination that includes dental care (18% of respondents)
- Support oral health and access to dental care (18% of respondents)

Question: What does a diverse workforce mean to you?

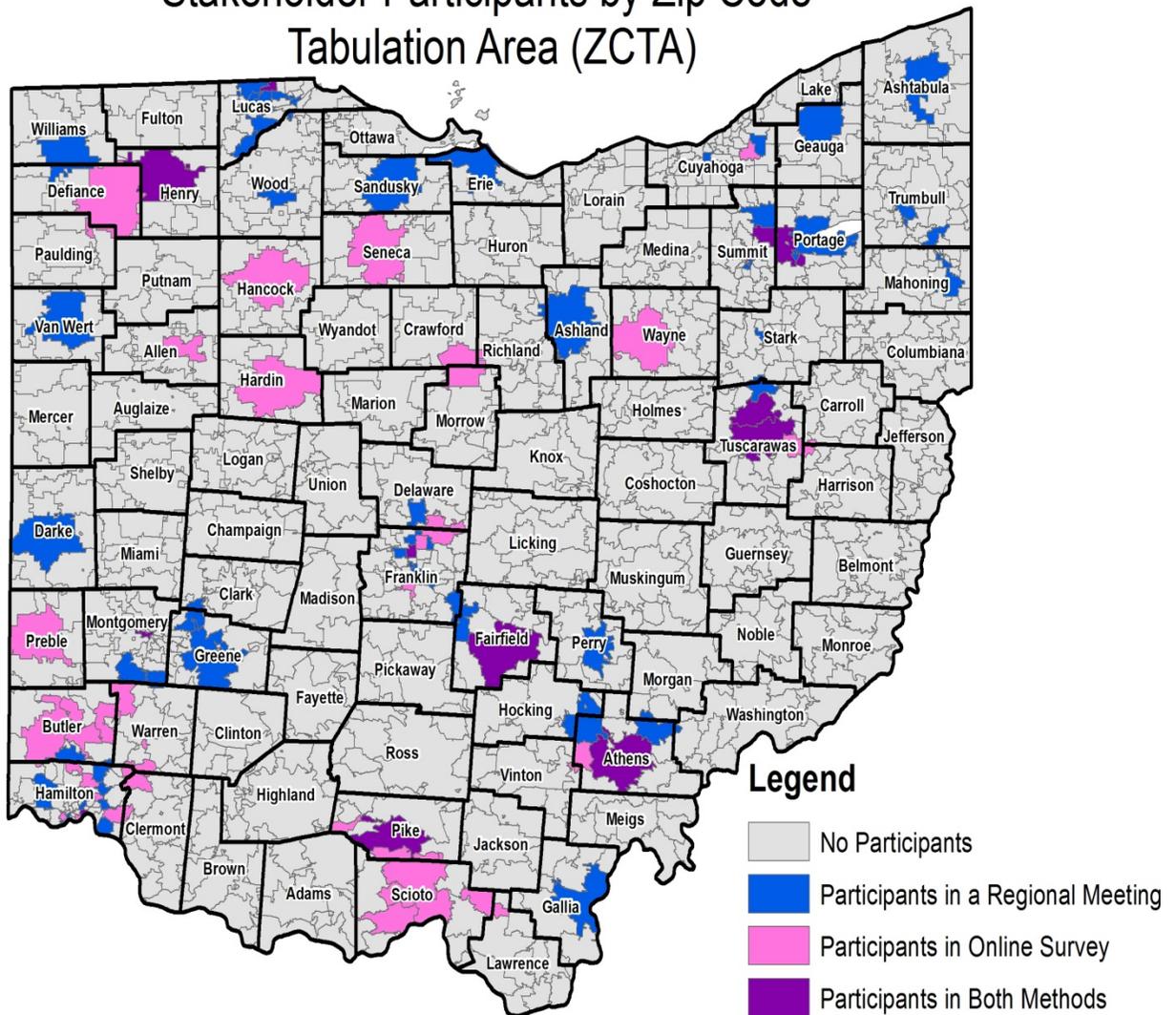
- Diverse ethnicity/culture of providers (33% of respondents)
- Diverse race of providers (33% of respondents)
- Gender diversity among providers (25% of respondents)
- Skill and service diversity among providers (25% of respondents)
- Ability to communicate with non-English speaking patients; reflect diversity of population served (17% of respondents)

Question: What does cultural competence mean to you?

- Awareness and understanding of cultural differences (39% of respondents)
- Respect for ethnic/cultural beliefs of others (31% of respondents)
- Continuous education/knowledge building of other cultures (23% of respondents)
- Ability to identify and address cultural beliefs of population served (15% of respondents)
- Awareness of individual health needs; bring together customers and professionals; embracing various cultures; provide appropriate and individualized care (8% of respondents)

Appendix A

2014 Director of Health's Task Force On Oral Health and Access to Dental Care, Stakeholder Participants by Zip Code Tabulation Area (ZCTA)



Data based on 72 responses. 28 respondents failed to provide a zip code.