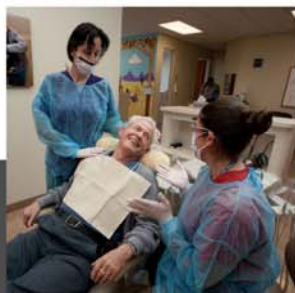




NATIONAL ASSOCIATION OF

Community Health Centers



America's Voice for Community Health Care




Engage with your peers using the Chat feature.

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Take notes in the panel at the right side of your screen. They'll be emailed to you when the session ends!

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Our NACHC Team



Tom Van Coverden
President and CEO,
NACHC



Claudia Gibson
Executive VP for
Communications and Chief
Diversity Officer

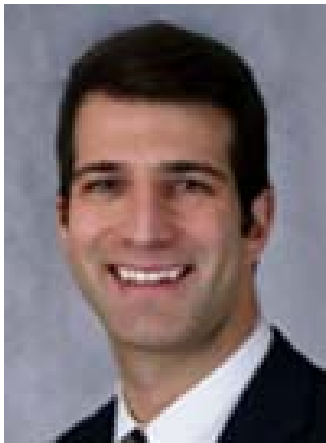


Rachel A. Gonzales-Hanson
Senior VP, Western
Operations, NACHC



Donald L. Weaver, M.D.
Senior Advisor, Clinical Workforce,
NACHC

Today's Speakers



Dr. Isaac Zeckel, DDS
Dental Director, HealthLinc

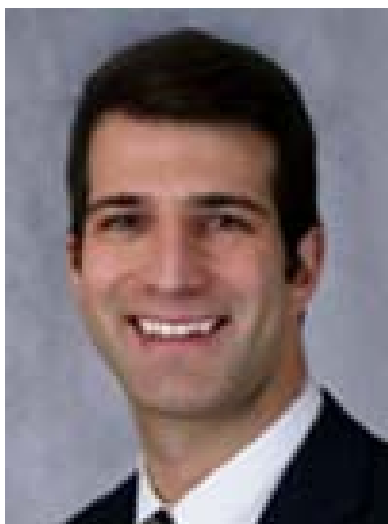


Dr. Stephen Davis
Chief Dental Officer at Yakima
Valley Farm Workers Clinic



Dr. E. Michele Chambliss,
DNP, MS, RN, FAAN
Director of Federal Tort
Claims Act Division, HRSA

Dr. Isaac Zeckel, DDS Dental Director, HealthLinc



Isaac Zeckel, DDS, graduated from Indiana University with a Doctor of Dental Surgery in 2011. While attending Indiana University, he researched new methods of identifying and classifying caries and developed an electronic training program that is used to teach early caries detection for dental students.

Since graduating from Indiana University School of Dentistry, Dr. Zeckel has been caring for the oral health needs of HealthLinc patients as a full-time staff dentist.

In May 2014, Dr. Zeckel accepted the Dental Director position at HealthLinc and has since been promoted to Chief Dental Officer due to the growth in his department. He strives to continue expanding and improving the dental care patients at HealthLinc receive.

HealthLinc Journey to Reopen Dental



Isaac Zeckel
Chief Dental Officer



HEALTHLINCCHC.ORG

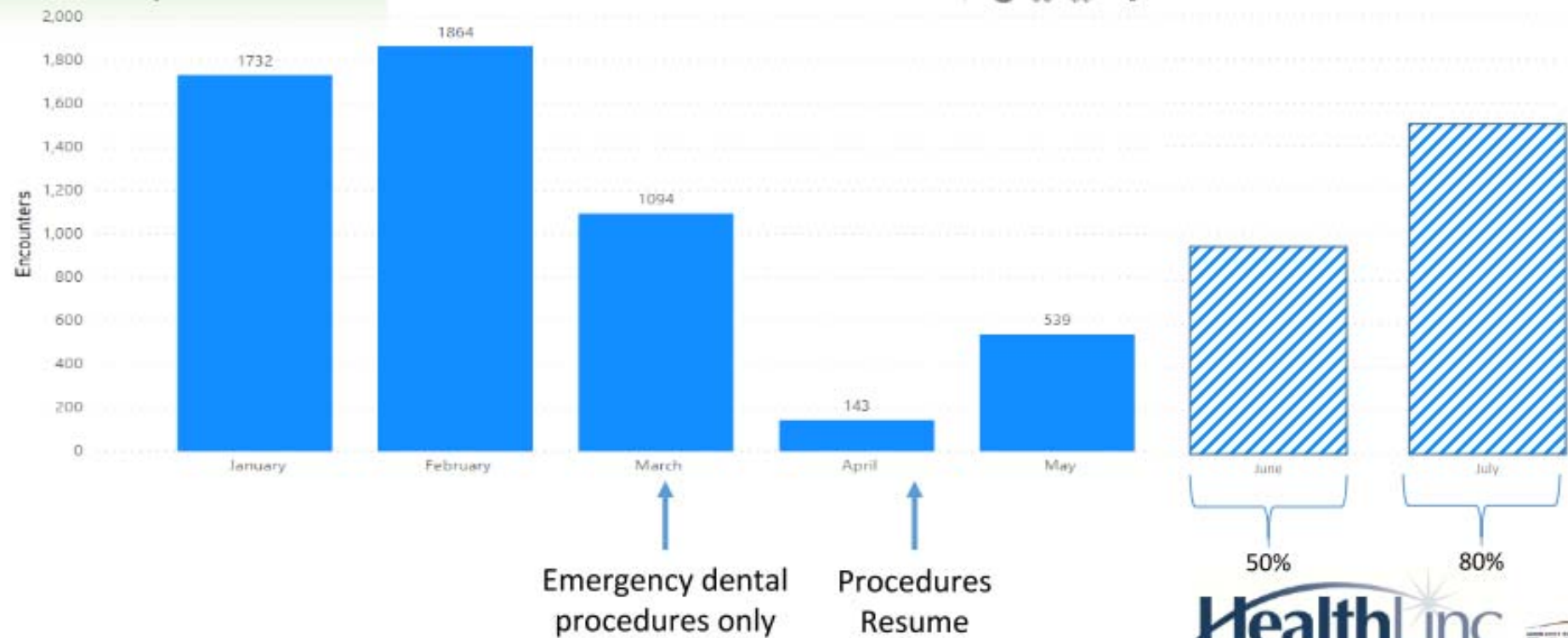
EAST CHICAGO | KNOX | LA PORTE | MICHIGAN CITY | MISHAWAKA | SOUTH BEND | VALPARAISO

HealthLinc Map



The Start of the Journey

Encounters by Month



Opportunity to Innovate



Successes

- Sharing of CE opportunities
- Peer discussions
- Workgroup collaborations
 - ✓ Dental emergency training
 - ✓ Peer review expansion
 - ✓ Revamped EHR templates
 - ✓ Trained new and existing procedures
- Tracking of attestations
- Collaboratively identified priority patients

PPE/Infection control

Climbing the Learning Curve



Identify suitable area for donning/doffing

SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The use of PPE and all steps listed on the back of an order required with no standard put contact. There is different order for infection prevention. The procedure for putting on and removing PPE should be followed to the specific type of PPE.

- 1. GOWN**
 - Fully cover torso from neck to lower arms to mid-calf, and wrap around the back
 - Fasten in the back of neck and waist
- 2. MASK OR RESPIRATOR**
 - Secure ties or elastic bands at middle of head and neck.
 - Fit snugly to face and under chin
 - Fit over a nose and under chin
 - Fit over a respirator
- 3. GOGGLES OR FACE SHIELD**
 - Place over face and eyes and adjust to fit
- 4. GLOVES**
 - Extend to entire wrist of isolation gown

USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Don't touch or re-adjust
- Change gloves when work is heavily contaminated
- Perform hand hygiene



Have staff practice with peer feedback



Demonstrate appropriate procedure & document PPE fitment



Limit movement with PPE



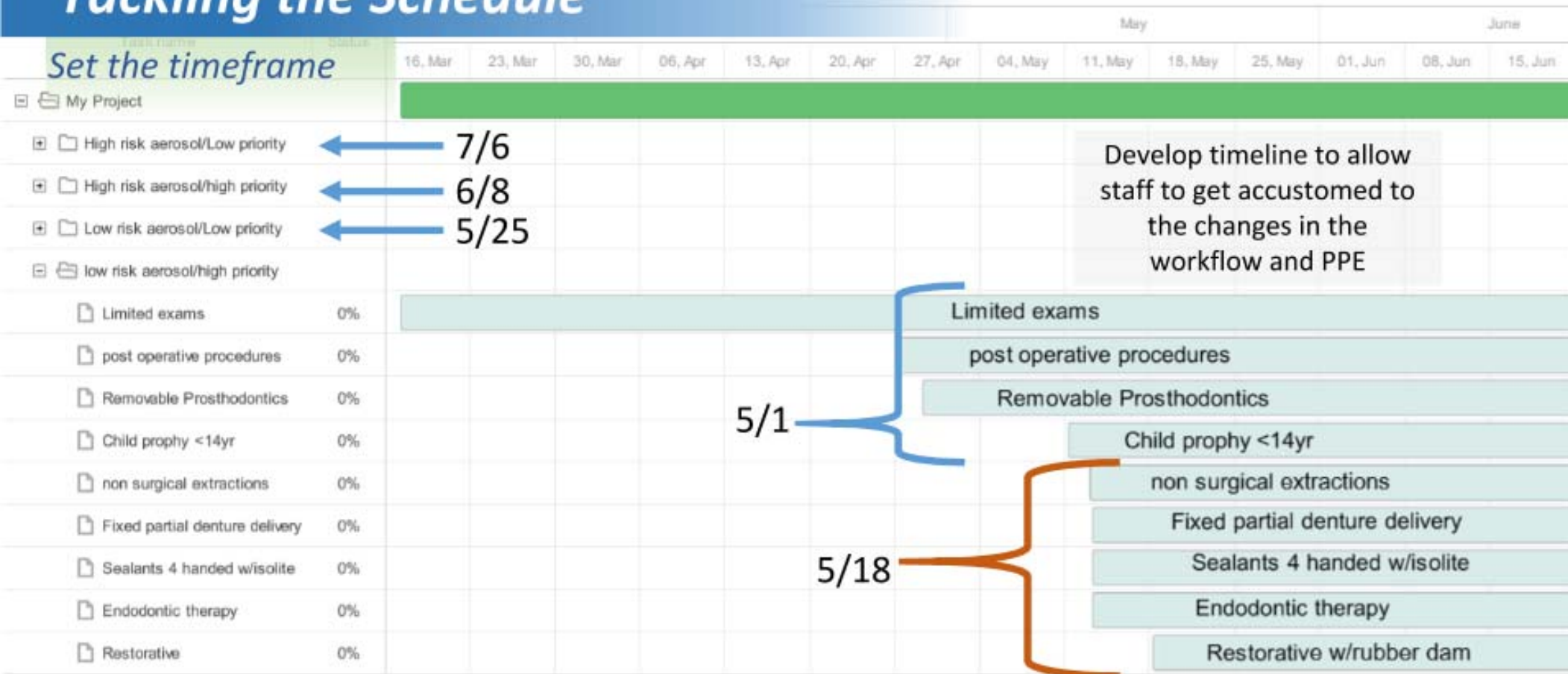
Tackling the Schedule

Framework for procedures

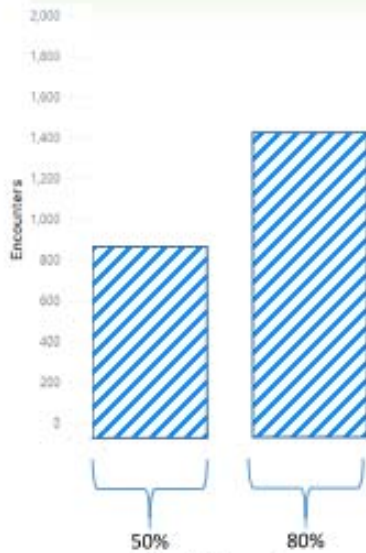


Tackling the Schedule

Set the timeframe



Financial Sustainability



Set Goals



Reassure patients



Identify & Address Concerns

Time	Location	Conflict For
8:30 am	1	Closed Access
9:30 am	1	Comprehensive Exam
9:30 am	1	Full Exam
9:30 am	1	Comprehensive Exam
10:00 am	1	Third Column Procedure
10:00 pm	1	Period Exam
10:00 pm	1	
10:30 am	1	Exam
10:30 am	1	Exam
2:30 pm	1	Orthodontic
2:30 pm	1	
3:30 pm	1	
4:30 pm	1	Full Exam
5:30 pm	1	
5:30 pm	1	Period Exam
5:30 pm	1	

Modify Templates & Workflows



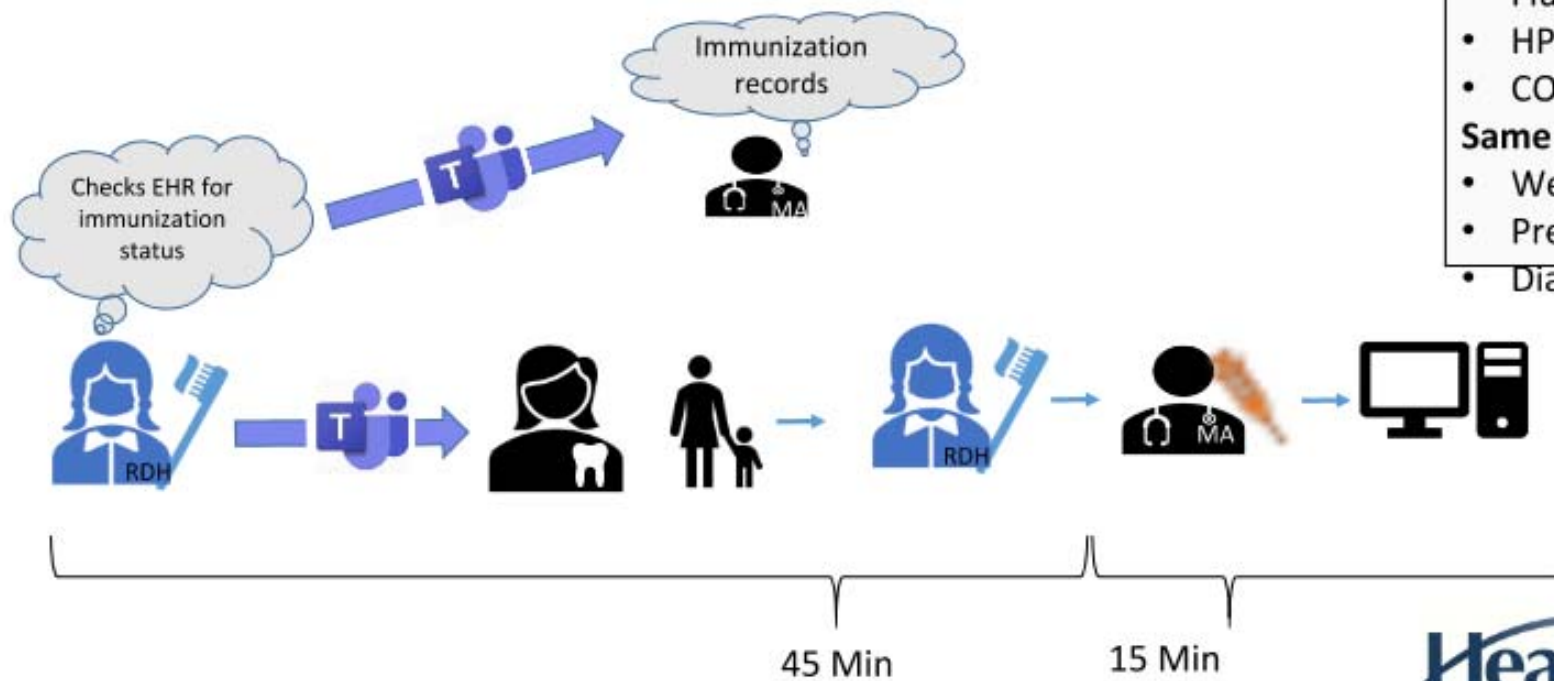
Celebrate Successes

<https://www.youtube.com/watch?v=R1dmrg87wdk&feature=youtu.be>



Looking ahead

Collaboration opportunities



Vaccination in a dental operatory

- Flu
- HPV
- COVID-19?

Same day dental visits

- Well child checks
- Pregnant women
- Diabetics

Thank You!

Questions?

Isaac Zeckel

Chief Dental Officer

izeckel@healthlincchc.org

219.462.7173 EXT: 2633

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Dr. Stephen Davis



Dr. Davis took the role of Chief Dental Officer at Yakima Valley Farm Workers Clinic in November of 2019, but he's no stranger to the system. His career at Yakima Valley Farm Workers Clinic began over 13 years ago, when making the transition from private practice to the community health care setting. In his previous post he served as Dental Director for the organization as well as Lead Dentist in Toppenish, WA the site of the organization's first dental practice.

In his spare time, Dr Davis enjoys attending church with his family, canoeing local rivers with his wife, hiking, biking, and home brewing.

We Are Family

Stephen Davis, DDS

6/4/20



Communities Served

- 24 Medical locations
- 14 Dental locations
- 33 Dentists
- 13 Dental Residents
- 149 operatories
- 2 mobile units
- 54,861 unique patients
- 141,433 encounters

64 unique service locations
throughout Washington and
Oregon



During Oregon and Washington Proclamations

- Screening at all entrances for patients and staff
- Clear barriers for direct facing front office staff
- Universal masking of all clinical staff
- Teledentistry visits in our system started in WA on April 6th and in OR on April 10th in Epic's Wisdom EDR
- Remained open for emergencies and existing patients with emergent needs, continued pediatric GA services
- Work queues created to track at risk patients
- Averaged 974 monthly visits of which 193 were teledentistry (10,000 dental visits monthly pre-COVID)

Patient Verification

Patient Name: Mickey Mouse
Patient DOB: |
Presents with {YVFWC DEN Present with Pt:25789}
Treatment Verification: {YVFWC DEN Tx Verification:25790}
Consent Needed? {YES/NO:21214}
Pain Scale: {PAIN SCALE NUMBERS:22804}

Reason for triage: ""
Symptoms: {Symptoms, none/pain/swelling/bleeding:13423}
Visit was conducted in: {Languages:200004:"English"}
Interpreter: {YES/NO:21214}
Plan of Care:
No follow-ups on file
Stephen Davis, DDS

Phase 1 reopening in Oregon 5/4 and Washington 5/18

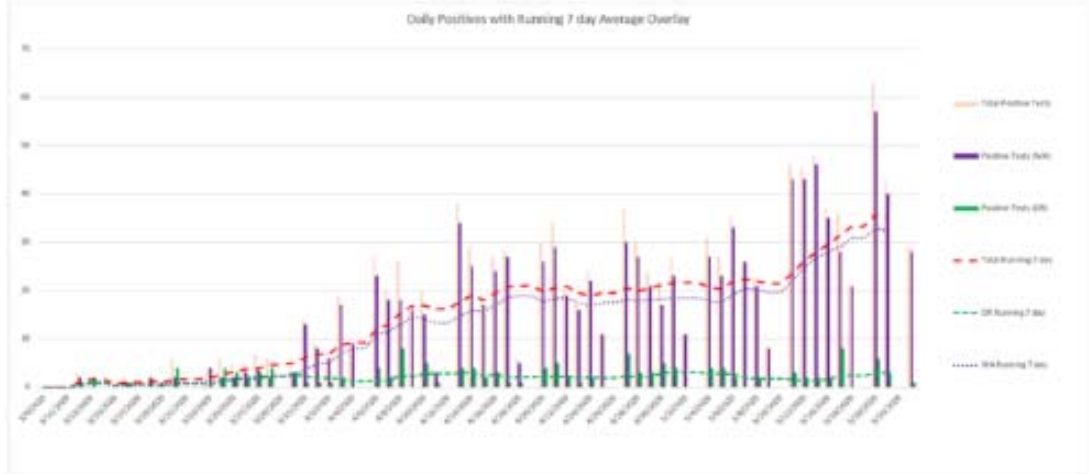
- Screening and curbside care
- No at risk patients for in clinic (unless deemed emergent)
 - 65+
 - CDC/ADA guidelines conditions
 - Utilize teledentistry to manage needs
- Non patients entering office:
 - One parent of young child 13 and under
 - Children 14 and over seen without parent unless parent declines
 - No Siblings/spouses/children/parents
 - Visitors will be asked to bring a mask to the appointment or one will be provided upon entering
- Maintain current provider/staff reduction plans, will readdress at each phase
 - Return providers and staff based on demand
 - No Hygiene
 - No Expanded Hygiene
- ½ schedules to start utilizing every other chairs for social distancing
- Waiting rooms utilized
 - Limit waiting rooms to 25% of original chairs and space out
 - Patient calls office at arrival from car
 - Patient waits in car until called to come in
- All procedures can be scheduled as needed
 - No Implants
 - Prioritize child recalls and restorative
 - Prioritize adult endo and critical restorative (existing treatment plans)
- Covid testing for invasive procedures (Endo/Restorative)
 - Lab test completed by medical curbside provider 3 days ahead of appointment
 - YVFWC requires Covid testing results required before appointment
 - The Dental provider will order the COVID test in EPIC
 - The patient will be sent through the COVID drive through to have the test completed
 - The result must be in the chart prior to the procedure

Phase 2 reopening in Oregon and Washington 6/1

- Maintain current provider/staff reduction plans, will readdress at each phase
 - **Return providers and staff based on demand**
 - **Add Hygiene Appointments**
 - Hand scaling should be utilized primarily
 - No use of the Cavitron
 - A tooth brush prophylaxis can be used on younger children
 - If a prophy cup is utilized, then high volume suction is necessary
 - **No Expanded Hygiene – Except in dedicated Pediatric offices**
 - **Add normal level of dental assistants for 1 working provider**
- Utilize every other chair for social distancing
- Waiting rooms utilized
 - Limit waiting rooms to 25% of original chairs and space out
 - Patient calls office at arrival and waits in car until called to come in - Preferred Method, Required for at risk/vulnerable patients, may not always be possible as volume increases
- **All procedures can be scheduled as needed with volume limitations listed above**

- **Covid testing for Implant surgeries and all positive screened patients is required, offered and optional to all patients of invasive procedures**
 - Lab test completed by medical curbside provider 3 days ahead of appointment
 - YVFWC offering Covid testing results required before appointment

4/30/20: 558 positives 5/26/2020 1,200 positives



PPE guidance and conservation

- Routine care where aerosols are not expected
 - Gloves (nitrile)
 - Cloth gowns to be laundered after each use
 - Eye protection (goggles) with surgical mask, or
 - Eye protection (face shield) with a surgical mask
 - Goggles and face shields - Disinfect between patients
- Clinical procedures which are invasive and producing aerosols is anticipated.
 - Gloves (nitrile)
 - Disposable gowns to be discarded after each patient.
 - Eye protection (face shield) - N95
 - Preferably welder's style shield with head covering
 - Head covering as needed

Both OR and WA have requested a 2 week emergency supply of PPE

Popular N95 reuse strategy from CDC

“One effective strategy to mitigate the contact transfer of pathogens from the respirator to the wearer could be to issue each HCP who may be exposed to COVID-19 patients a minimum of five respirators. Each respirator will be used on a particular day and stored in a breathable paper bag until the next week. This will result in each worker requiring a minimum of five N95 respirators if they put on, take off, care for them, and store them properly each day. This amount of time in between uses should exceed the 72 hour expected survival time for SARS-CoV2 (the virus that caused COVID-19).”

Current and next steps

- Facilities
 - Dedicated exhausting for closed operatories to convert them into negative pressure rooms
 - Increasing the Merv rating of existing inline filters to balance removal of particulates with appropriate room air exchanges
- Quality department
 - RH-N95 Mask decontamination unit

Phase 3 dental opening

- Return to full staffing levels
- Point of care testing (QUIDEL) – same day testing for patients with emergent needs that fail screening

Other Resources

- CDC Guidance: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/dental-settings.html>
- PPE Donning/Doffing: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html>
- DOSH : [General Coronavirus Prevention Under Stay Home – Stay Health Order](#)



Dr. E. Michele Chambliss, DNP, MS, RN, FAAN Director of Federal Tort Claims Act Division, HRSA



Dr. Chambliss became the Director of the Federal Tort Claims Acts Division at the Health Resources and Services Administration (HRSA) in August 2016. In this role she provides leadership for one of the largest federal medical malpractice programs in the country, improving the quality of care for 26 million Americans at 1,400 federally qualified health centers and over 200 free clinics.

Dr. Chambliss's twenty years of public service has focused on improving access to health care by strengthening the health care workforce, building healthy communities, and achieving health equity. From, 2001 to 2016, she provided national leadership in the development, distribution, and retention of a diverse, culturally competent health professions workforce that provides high-quality holistic health care. During these years, she advised senior leadership and stakeholders on health policy issues affecting the Nation's next generation of health care providers.

Dr. Chambliss began her career and clinical practice as a critical care nurse in New York State. She has held several executive positions in nursing, academia, and various health care consortiums or organizations. She has taught Nursing and Public Health courses at the undergraduate level at Howard Community College and Morgan State University.

Dr. Chambliss received an Associate Degree in Nursing from LaGuardia Community College, Bachelor of Science Degree in Nursing from Notre Dame of Maryland University, Master of Science Degree in Health Care Administration from Independence University and Clinical Doctoral Degree from Case Western Reserve University's *Frances Payne Bolton School of Nursing*. She is a Fellow in the American Academy of Nursing, and member of Sigma Theta Tau International. She is dedicated to transforming the Nation's health system by strengthen its greatest resources, the health workforce.

COVID-19 Resources Found at nachc.org/coronavirus/



Centers for Disease Control Coronavirus (COVID-19) resources page – includes strategies for optimizing the [supply of PPE](#)



Health Resources and Services Administration (HRSA) Health Center Program COVID-19 Frequently Asked Questions (FAQ) – includes Federal Torts Claim Act (FTCA) updates



Centers for Medicare and Medicaid Services (CMS) FAQs – includes information on diagnostic lab services and hospital services



NACHC's Coronavirus webpage – information, event postings, and resources for health centers; NACHC also manages the resources below



NACHC's Elevate learning forum – evidence-based practices, tools and protocols for the health center response to COVID-19

Health centers sign up @ bit.ly/2020ElevateCHC

PCAs, HCCNs, and NCAs sign up @ bit.ly/2020ElevatePCA-HCCN-NCA



Health Center Resource Clearinghouse Priority Page COVID-19 –training events and tailored materials for serving special populations healthcenterinfo.org



Consolidates information from many sources in an easily-searchable format; enables health centers, PCAs, and HCCNs to share info and questions

To join, contact Susan Hansen at shansen@nachc.org.

Have more questions?

Email us at
Preparedness@NACHC.org
and we'll get them answered!