

Florida State Oral Health Improvement Plan (SOHIP) Individuals with Special Needs (SHCN) Workgroup Action Plan

Recommendation 1: Empower individuals with Special Health Care Needs (SHCN).

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
Strategy 1: Improve the oral self-care skills of people with special needs.		Dec. 2012		Florida DOH, Florida CMS, HRSA MCH, Special Care Dentistry Association, Special Olympics
Objective 1: Encourage independence with oral health skills for daily living.			FDDC & DOH	Develop and distribute informational materials.
Action Steps				
• Research existing resources/materials				
• Develop resources/materials as needed (if there are not existing materials)				
• Collaborate with Special Care Dentistry, HRSA MCH and Florida CMS				
• Determine the locations or programs where skills can be taught. (e.g. group homes, pediatrician offices, etc.)				
• Determine who can train Individuals with SHCN (e.g. pediatricians, other medical staff, teachers, social workers, occupational therapists, etc.)				
•				
•				
Objective 2: Improve the oral health of individuals with special health care needs through preventive home care.				
Action Steps				
• Research existing resources/materials				
• Develop resources/materials as needed (if there are not existing materials)				

<ul style="list-style-type: none"> Collaborate with Special Care Dentistry, HRSA MCH and Florida CMS 				
<ul style="list-style-type: none"> Determine the locations or programs where skills can be taught. (e.g. group homes, pediatrician offices, etc.) 				
<ul style="list-style-type: none"> Determine who can train Individuals with SHCN (e.g. pediatricians, other medical staff, teachers, social workers, occupational therapists, etc.) 				
•				
•				
Strategy 2: Assess the compliance of dental exams/assessments and propose any policy changes needed.		Dec. 2016		DOE, University of Florida (Research Study Group), Nova University, FDA, DOH, Private Companies, Legislature/Board of Dentistry, Special Olympics
Objective 1: Assure that individuals with special health care needs are following through with dental appointments and home care.				
Action Steps				
<ul style="list-style-type: none"> Research other state or national studies 				
<ul style="list-style-type: none"> Design studies to evaluate 				
<ul style="list-style-type: none"> Investigate mandatory screening/exams for entry into schools 				
<ul style="list-style-type: none"> Educate parents 				
<ul style="list-style-type: none"> Create a virtual dental office website that educates the public on dental health and the importance of dental care 				
•				
•				
Objective 2: Determine if there are barriers to access or home care.				
Action Steps				
<ul style="list-style-type: none"> Research existing resources/materials 				
<ul style="list-style-type: none"> Examine transportation issues. 				

<ul style="list-style-type: none"> Investigate adaptive home care products. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				

Recommendation 2: Educate and empower Parents/Caregivers.

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
Strategy 1: Increase family participation in the oral health care of individuals with SHCN.		Dec. 2009	FDDC & DOH	Florida DOH, Florida CMS, FDA, FDHA, HRSA MCH, Special Care Dentistry Association
Objective 1: Improve family involvement at dental appointments (or medical or other appointments where oral hygiene skills are taught)				Advocate and inform at Special Needs forums - continued participation at Family Café and ARC of Florida conventions
Action Steps				
<ul style="list-style-type: none"> Research existing or develop new educational resources/materials/videos that address the special oral healthcare needs of individuals (and in particular children) with disabilities that are family appropriate. 				
<ul style="list-style-type: none"> Provide training to family members regarding oral health needs of individuals with SHCN. 				
<ul style="list-style-type: none"> Determine locations or programs where skills can be taught. (e.g. group homes, pediatrician offices, family physician offices, etc.) 				
<ul style="list-style-type: none"> Provide transportation for family as well as individuals with SHCN to dental appointments. 				
<ul style="list-style-type: none"> 				
Objective 2: Improve the oral health knowledge and skills of family members and caregivers in the home.				Develop and distribute informational materials.
Action Steps				
<ul style="list-style-type: none"> Research existing or develop new educational resources/materials/videos 				

that address the special oral healthcare needs of individuals (and in particular children) with disabilities that are family appropriate.				
<ul style="list-style-type: none"> • Provide training to family members regarding oral health needs of individuals with SHCN. 				
<ul style="list-style-type: none"> • Determine locations or programs where skills can be taught. (e.g. group homes, pediatrician offices, family physician offices, OB/GYN, etc.) 				
<ul style="list-style-type: none"> • Educate parents and family members about the relationship between oral health and systemic health 				
<ul style="list-style-type: none"> • Educate parents and members as to deleterious oral health functions: functional habits, digit sucking, tongue thrusting, development of orofacial functions especially those common to specific syndromes, disabilities, etc 				
<ul style="list-style-type: none"> • Educate family member as to signs of oral disease. 				
<ul style="list-style-type: none"> • Train parents and family members to apply fluoride varnishes. 				
<ul style="list-style-type: none"> • Provide prenatal anticipatory guidance and oral health education to prospective parents. 				
<ul style="list-style-type: none"> • Develop and support dental and non-dental early childhood oral health education (including prenatal parental oral health education) training programs. 				
<ul style="list-style-type: none"> • 				
<ul style="list-style-type: none"> • 				
Strategy 2: Improve the oral health knowledge and skills of caregivers in group homes and institutional settings.		Dec. 2009	FDDC & DOH	Florida CMS, FDA, FDHA
Objective 1: Increase oral health				Develop and distribute informational materials.

screenings of individuals with SHCN in group homes and institutional settings.				
Action Steps				
<ul style="list-style-type: none"> Educate caregivers about the relationship between oral health and systemic health. 				
<ul style="list-style-type: none"> Educate caregivers as to deleterious oral health functions: functional habits, digit sucking, tongue thrusting, development of orofacial functions especially those common to specific syndromes, disabilities, etc. 				
<ul style="list-style-type: none"> Educate caregivers as to signs of oral disease. 				
<ul style="list-style-type: none"> Research existing or develop new educational resources/materials/videos that address the special oral healthcare needs of individuals (and in particular children) with disabilities that are appropriate to caregivers in group homes or institutional settings. 				
<ul style="list-style-type: none"> Provide training to caregivers regarding oral health needs of individuals with SHCN. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				
Objective 2: Increase access to preventive oral health procedures in group homes or institutional settings.				
Action Steps				
<ul style="list-style-type: none"> Educate caregivers about the relationship between oral health and systemic health. 				
<ul style="list-style-type: none"> Research existing or develop new educational resources/materials/videos that address the special oral healthcare needs of individuals (and in particular children) with disabilities that are appropriate to caregivers in group 				

homes or institutional settings.				
<ul style="list-style-type: none"> Investigate the use of fluoride mouthrinses and other preventive treatments. 				
<ul style="list-style-type: none"> Train caregivers to apply fluoride varnishes. 				
•				
•				
Strategy 3: Include parents/caregivers in critical policy-making decisions.		Dec. 2009	FDDC & DOH	SOHIP, CMS, ARC, Special Olympics, Sunrise
Objective 1: Craft policy upon “real” experiences – get true broad-based input on policy decisions – gain input from those affected most by potential policy decisions.				
Action Steps				
<ul style="list-style-type: none"> Develop public website that allows for public comment. 				
<ul style="list-style-type: none"> Compile a database of families with individuals with SHCN – mass mailings to educate and advocate 				
•				
•				
•				
Objective 2: Include parents/caregivers in SOHIP and Special Needs workgroup.	On-going			
Action Steps				
<ul style="list-style-type: none"> Enlist parents to join SOHIP Special Needs Workgroup. 				
<ul style="list-style-type: none"> Utilize informal studies and questionnaires. 				
<ul style="list-style-type: none"> Contact Special Needs organizations. 				
•				
•				

Recommendation 3: Train the Workforce.

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
--------------------------------	--------	-------------	-------------------	--------------------------------

Strategy 1: Facilitate collaborations between physicians (and other health care providers) and dentists and educate medical providers (and other healthcare providers) as to the relationship between oral health and systemic health.	On-going	Dec. 2009	DOH & UFCD	Collaborate with ECC physician oral health training programs – DOH and UFCD.
Objective 1: Develop “team” approach in treating individuals with SHCN.				FDA, FDHA, FAPD, FPS, CMS
Action Steps				
<ul style="list-style-type: none"> Educate medical providers as to the relationship between oral health and systemic health. 				
<ul style="list-style-type: none"> Educate medical providers to oral health risk assess, provide anticipatory guidance, provide educational and preventive oral health services, and refer to a dental home. 				
<ul style="list-style-type: none"> Establish a medical/dental home for all individuals with SHCN. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				
Objective 2: Educate medical providers (and other healthcare providers) as to the relationship between oral health and systemic health.				FDA, FDHA, FAPD, FPS, DOH, UFCD, Seminole Tribe of Florida, CMS
Action Steps				
<ul style="list-style-type: none"> Research similar programs in other states. 				
<ul style="list-style-type: none"> Research national programs (e.g. AAP) 				
<ul style="list-style-type: none"> Educate medical providers (and other providers) as to the relationship between oral health and systemic health. 				
<ul style="list-style-type: none"> Educate medical providers (and other providers) to oral health risk assess, provide anticipatory guidance, provide educational and preventive oral health services, and refer to a dental home. 				
<ul style="list-style-type: none"> 				

•				
Strategy 2: Provide more oral health educational and training programs in the care of individuals with SHCN for all oral health professionals.		Dec. 2012	NOVA & UFCD	
Objective 1: Provide more “special needs” content in traditional graduate training oral health programs.				NOVA, UFCD, DOH, FDA, FDHA
Action Steps				
• Research and develop curriculum in SHCN dental, dental hygiene, and dental assisting schools.				
• Provide more effective didactic and clinical experiences in dental, dental hygiene, and dental assisting training.				
• Investigate a “new” accreditation standard for dental, dental hygiene, and dental assisting academic programs that includes SHCN training.				
•				
•				
Objective 2: Provide more “special needs” content in traditional post graduate training oral health programs.				NOVA, UFCD. DOH, FDA, FDHA
Action Steps				
• Research and develop SHCN curriculum in dental, dental hygiene, and dental assisting post graduate programs.				
• Provide more postgraduate fellowship-type programs in special care dentistry.				
•				
•				
Objective 3: Provide more “special needs” content in continuing education oral health programs and incentives for oral health providers to take such courses.				Florida Board of Dentistry, DOH, FDA, FDHA, NOVA, UFCD
Action Steps				
• Research existing SHCN continuing				

education curriculum.				
<ul style="list-style-type: none"> Research other states. 				
<ul style="list-style-type: none"> Develop videos or cds or make available on a website course that include basic techniques for working with children with SHCN, (e.g. children in wheelchairs, non-verbal children, children who are deaf or blind, cognitively or developmentally impaired, etc.). 				
<ul style="list-style-type: none"> Examine certification for providers who take a certain amount of SHCN courses. 				
<ul style="list-style-type: none"> 				
Strategy 3: Expand oral health training programs to other childcare professionals who regularly attend to CHSCN (possibly licensed Day Care operators, early intervention staff, pediatricians, school therapists, DCFS case workers, service learning programs, and other childcare professionals).		Dec. 2016		CMS, DOH, WIC, Head Start, ARC, Special Olympics, Sunrise May have statutory and legal ramifications.
Objective 1: Develop collaboration and coordination with other childcare programs.				
Action Steps				
<ul style="list-style-type: none"> Identify child care programs. Develop a protocol to coordinate care. 				
Objective 2: Train other child care program providers in oral health care.				
Action Steps				
<ul style="list-style-type: none"> Research existing programs. Develop training programs and tools as needed. 				

Recommendation 4: Advocate for Policy and Legal Solutions.

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
Strategy 1: Educate the public and decision-makers about the relationship between oral health and systemic health.	On-going	Dec. 2012	DOH - SOHIP	DOH, FDA, FDHA, CMS, Special Care Dentistry, ARC, Special Olympics, Sunrise
Objective 1: Increase awareness about the importance of oral health.				
Action Steps				
<ul style="list-style-type: none"> • Research other states and their programs. 				
<ul style="list-style-type: none"> • Utilize existing or develop new educational materials. 				
<ul style="list-style-type: none"> • Research ways to distribute materials (e.g. internet, TV. Radio, mailings, etc.) 				
•				
•				
Objective 2: Increase awareness about oral health issues for individuals with SHCN.				
Action Steps				
<ul style="list-style-type: none"> • Research other states and their programs. 				
<ul style="list-style-type: none"> • Utilize or develop educational materials focused on the oral health of individuals with SHCN. 				
<ul style="list-style-type: none"> • Research ways to distribute materials (e.g. internet, TV. Radio, mailings, etc.) 				
•				
•				
Strategy 2: Establish partnerships and oral health coalitions to advocate for better oral health for individuals with SHCN.	On-going	On-going	DOH - SOHIP	This is an on-going aspect of the SOHIP and workgroup process. DOH, FDA, FDHA, CMS, Special Care Dentistry, ARC, Special Olympics, Sunrise
Objective 1: Increase awareness.				

Action Steps				
• Identify potential partners.				
• Contact potential partners to discuss mutual interests				
• Develop a list of Specific partnerships or coalitions.				
• Educate potential partners as to the oral health needs or individuals with SHCN.				
• Educate the public and policy makers.				
•				
•				
Objective 2: Increase political power.				
Action Steps				
• Identify potential partners.				
• Contact potential partners to discuss mutual interests				
• Develop advocacy programs.				
•				
•				

Recommendation 5: Improve Funding for Special Needs Programs.

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
Strategy 1: Advocate for a continuum of care for individuals with SHCN from age 0 to death so that all individuals with SHCN can attain dental insurance for a lifetime.		Dec. 2012		
Objective 1: Extend Medicaid coverage to persons with SHCN who age out of the system.				
Action Steps				
• Research other state programs				
• Educate policymakers that programs for CSHCN need to also take into account the needs of Adults with Special Health Care Needs (ASHCN)				

as CSHCN will become adults and will still require care.				
•				
•				
•				
Objective 2: Educate 3 rd party payer/insurance company reps on oral health, behavior and medical needs of individuals with SHCN.				
Action Steps				
• Research other states.				
• Advocate for policy that mandates oral health coverage be included in medical coverage for all individuals with SHCN.				
•				
•				
•				
Strategy 2: Increase availability of sedation to individuals with SHCN.		Dec. 2010		
Objective 1: Develop ways to make hospital operating room services available to patients who cannot be treated in outpatient offices.				
Action Steps				
• Research other states.				
• Develop relationships with local hospitals to utilize operating rooms during non-peak hours.				
•				
•				
•				
Objective 2: Utilize mobile anesthesiologists in outpatient offices.				
Action Steps				
• Research other states.				
• Research law regarding anesthesiology and sedation – medical and dental.				

•				
•				
•				
•				
Strategy 3: Identify funding streams for statewide, regional, or local community-based education and awareness programs and pilot projects to improve access to oral health services for individuals with SHCN.	On-going	On-going	DOH	
Objective 1: Identify national funding sources.				
Action Steps				
•				
•				
•				
•				
•				
Objective 2: Identify State or local funding sources.				
Action Steps				
•				
•				
•				
•				
•				
Strategy 4: Utilize current funding/reimbursement sources in new ways.		Dec. 2016		
Objective 1: Extend coverage of dental services in Medicaid/SCHIP and commercial plans for special dental services that are "medically necessary".				
Action Steps				
• Research other states.				
•				
•				
•				
•				
Objective 2: Create innovative sources of				

care utilizing the Medicaid waiver process, such as dental clinics that specialize in serving people with special needs.				
Action Steps				
• Research other states.				
•				
•				
•				
•				
Strategy 5: Create incentive programs for providers in the care of Special Needs patients.		Dec. 2012		
Objective 1: Create special reimbursement rates for dental professionals who treat special needs patients - supplemental fees - 20% over standard fees, insurance carve outs, or tax breaks, loan forgiveness, continuing education credits.				
Action Steps				
• Research other states				
•				
•				
•				
•				
Objective 2: Create incentives for providers to take Special Needs courses for Continuing Education training.				
Action Steps				
• Research other states.				
•				
•				
•				
•				
Strategy 6: Simplify Medicaid.	On-going	Dec. 2012	FDA	This is part of the FDA's attempt to increase Medicaid Reimbursement levels.
Objective 1: Simplify the eligibility determination and application process.				

Action Steps				
•				
•				
•				
•				
•				
Objective 2: Simplify the language so that the general public can understand.				
Action Steps				
•				
•				
•				
•				
•				

Recommendation 6: Develop and/or Expand Community-based Resources.

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
Strategy 1: Conduct community and state-wide studies that highlight the access-to-care problems of individuals with special needs.		Dec. 2016		
Objective 1: Survey (by county or by region) whether individuals with SHCN are able to access services in their community.				
Action Steps				
• GIS Map SHCN programs by county.				
• GIS Map SHCN populations by county.				
•				
•				
•				
Objective 2:				
Action Steps				
•				
•				
•				
•				

•				
Strategy 2: Create innovative outreach programs that assist patients in navigating the specialized dental care system.		Dec. 2012		
Objective 1: Provide dental case management.				
Action Steps				
• Research other states.				
•				
•				
•				
•				
Objective 2: Provide early screening and referral programs				
Action Steps				
• Identify referral coordinators for these age groups and strengthen their communication and networking.				
• Provide more outreach to educate parents, community-based organizations and a variety of special populations (such as migrant workers, persons with disabilities, senior citizens, individuals with chronic health conditions, infants, and others).				
• Establish a dental team concept – teams that can go out into the community and seek out individuals with SHCN and provide or assist in providing a medical/dental home for individuals with SHCN.				
•				
•				
Strategy 3: Develop a comprehensive and current Special Care Dentistry oral health website or link on SOHIP's website (or another website).		Dec. 2009	DOH	
Objective 1: Establish an area on the website for public use.				

Action Steps				
<ul style="list-style-type: none"> Indicate providers/programs that provide oral health care services for special needs patients by locality. 				
<ul style="list-style-type: none"> Develop transportation resources database to provide information to assist patients who need transportation services to oral health and primary care providers. 				
<ul style="list-style-type: none"> List specific oral hygiene info for CSHCN and adults with SHCN and promote it throughout the state. 				
<ul style="list-style-type: none"> Supply training and educational materials for parents/caregivers. 				
•				
•				
Objective 2: Establish an area on the website for provider use.				
Action Steps				
<ul style="list-style-type: none"> Donated Equipment Inventory. 				
<ul style="list-style-type: none"> Training and educational materials for providers. 				
<ul style="list-style-type: none"> List oral health coverage reimbursement/funding sources. 				
<ul style="list-style-type: none"> Schedule of Provider Training Opportunities and Continuing Education Opportunities. 				
•				
•				
Strategy 4: Establish the concept of establishing a medical/dental home for individuals with SHCN patients.	On-going	Dec. 2012	DOH & UFCD	Collaborate with ECC physician oral health training programs – DOH and UFCD.
Objective 1: Develop collaborations between medical and dental providers.				
Action Steps				
•				
•				
•				

•				
•				
Objective 2: Establish referral networks and protocols.				
Action Steps				
•				
•				
•				
•				
Strategy 5: Encourage the creation of more centers that are able to care for individuals with SHCN.		Dec. 2012		
Objective 1: Create regional centers.				
Action Steps				
•				
•				
•				
•				
Objective 2: Create local centers.				Currently PARC is attempting to establish a dental center in St. Petersburg.
Action Steps				
•				
•				
•				
•				
•				

Recommendation 7: Improve Access to Clinical Care.

Strategy/Objective/Action Step	Status	Target Date	Responsible Party	Comments/Possible Stakeholders
Strategy 1: Initiate early and regular oral health risk assessment, education and preventive services for CSHCN - both prenatal (for parents) and post-natal (for parents and children) programs - that promote the		Dec. 2012		

importance of regular dental exams for children beginning at an early age (age 1).				
Objective 1: Encourage oral health providers to screen and provide educational, preventive, and restorative services by at least age 1.				FDA, FDHA, DOH,
Action Steps				
<ul style="list-style-type: none"> Educate oral health providers of the need for early and regular dental exams 				
<ul style="list-style-type: none"> Educate the public (and especially families with SHCN children) about the need for early and regular dental exams. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				
Objective 2: Collaborate with non-dental providers and programs to provide oral health educational, prevention and screening services at an early age.	On-going	Dec. 2009	DOH & UFCD	FDA, FDHA, FAPD, FPS, DOH, UFCD, Seminole Tribe of Florida, CMS Collaborate with ECC physician oral health training programs – DOH and UFCD.
Action Steps				
<ul style="list-style-type: none"> Identify appropriate environments to provide early oral health screening and education and preventive services. 				
<ul style="list-style-type: none"> Research similar programs in other states. 				
<ul style="list-style-type: none"> Research national programs (e.g. AAP) 				
<ul style="list-style-type: none"> Educate medical providers (and other providers) as to the relationship between oral health and systemic health. 				
<ul style="list-style-type: none"> Educate medical providers (and other providers) to oral health risk assess, provide anticipatory guidance, provide educational and preventive oral health services, and refer to a dental home. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				

Strategy 2: Expand school-based or community-based dental sealant programs and fluoride programs that focus on children with SHCN.		Dec. 2012		
Objective 1: Provide oral health education and prevention services to CSHCN in traditional school or community – based environments and programs	Preventive Services Educational Materials	Dec. 2012 Dec. 2009	FDDC & DOH	DOH, CMS, UFCD, NOVA, FDA, FDHA, WIC, Head Start Develop and distribute informational materials.
Action Steps				
<ul style="list-style-type: none"> Identify appropriate environments to provide early oral health screening and education and preventive services. 				
<ul style="list-style-type: none"> Research similar programs in other states. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				
Objective 2: Provide oral health education and prevention services at schools and programs dedicated to individuals with SHCN.	Preventive Services Educational Materials	Dec. 2012 Dec. 2009	FDDC & DOH	DOH, CMS, UFCD, NOVA, FDA, FDHA, WIC, Head Start, ARC, Special Olympics, Sunrise Develop and distribute informational materials.
Action Steps				
<ul style="list-style-type: none"> Identify schools and programs that are dedicated to individuals with SHCN. 				
<ul style="list-style-type: none"> Research similar programs in other states. 				
<ul style="list-style-type: none"> 				
<ul style="list-style-type: none"> 				
Strategy 3: Stratify the severity levels of different groups of individuals with SHCN and match to the resources needed to treat each level: (e.g. Mild difficulty; Moderate difficulty; Severe difficulty).		Dec. 2012		DOH, CMS, UFCD, NOVA, FDA, FDHA,
Objective 1: Produce more effective and efficient utilization of the existing oral health care infrastructure.				

Action Steps				
<ul style="list-style-type: none"> • Research other such stratification systems. 				
<ul style="list-style-type: none"> • 				
<ul style="list-style-type: none"> • 				
<ul style="list-style-type: none"> • 				
<ul style="list-style-type: none"> • 				