



Treating Patients with Special Needs Webinar July 22nd, 2009

Michigan Department of Community Health
Michigan Oral Health Coalition



Funding for the webinar to provide dental professionals with educational resources on how to treat patients' with Special Needs was provided by the Department of Health and Human Services Health Resources and Services Administration Grants to Support Oral Health Workforce Activities (T12HP10742). The contents of the training are solely the responsibility of the authors and do not necessarily represent the official view of HRSA.

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Background:

In a recent survey conducted by the Michigan Department of Community Health's Oral Health Program and the Michigan Oral Health Coalition, dentists expressed they do not have adequate knowledge or experience to be confident in treating patients with special care needs and showed an interest in more training. A recent Michigan assessment (the "Smiles Across Michigan Oral Health Assessment" which focused on patients with developmental disabilities: 77% of individuals screened had red gums, 25% had periodontal disease, 27% said that their dental health affects what they can eat, 11% said they had difficulty sleeping because of mouth pain, and 37% said they need sedation for dentistry. Collected information via survey that indicated that people who are Medicaid eligible now have no source of care/treatment, due to the elimination of dental services under Medicaid covered services in the state of Michigan. Because of the high need for dental care among special needs patients and dentist not feeling confident in treating this population, Michigan & New York offered continuing education webinar to provide training to dental professionals.

Introduction:

On July 22, 2009, the states of New York and Michigan joined forces and offered free continuing education to dental professionals on treating patients with special needs within the dental office. The course was offered as a three-hour live webinar telecasted in multiple locations across each of the two states. The 3 topics the webinar included were: *Introduction to Developmental Disabilities*, *Legal-Ethical Issues*, and *Autism*. The webinar was viewed in 22 locations in Michigan, 13 locations in New York, and one location in Arizona. In Michigan, more than 400 dental professionals participated in the webinar.

The live webinar was recorded and is available free of charge to the dental and medical profession and other interested parties for one-year. Online access to the webinar is available at <http://learning.mihealth.org/mediasite/oralhealth> until July 23, 2010. A link to the weblink is posted on the websites for both the Michigan Department of Community Health www.michigan.gov/oralhealth and the Michigan Oral Health Coalition www.mohc.org.

The Michigan funding for the webinar was provided by the Department of Health and Human Services Health Resources and Service Administration (HRSA) Grants to Support Oral Health Workforce Activities (T12HP10742). Michigan and New York covered the cost of the webinar. Michigan contributed \$2,900 from their HRSA grant and New York covered the rest of the expenses.

Evaluation:

Post-webinar evaluation demonstrated that dental professionals and site coordinators were interested in additional webinars on providing dental services to special needs patients. The course showed that about 40% of the participants found the level of information shared was appropriate and contributed to their knowledge of the subject. Dental professionals in the upper peninsula of Michigan indicated appreciation for being offered convenient unique continuing education, specific to their line of work. When it came to the subjects discussed most participants found Autism to be the most important issue discussed during the webinar. The partnership of Michigan and New York in sponsoring and organizing the webinar has helped Michigan address dentists to become more confident when treating special needs patients.

Next Steps:

Due to the high interest in the Webinar MDCH is putting on an additional webinar for dental professionals on treating pregnant women which will be held on November 19th, 2009 across the state of Michigan, New York, Arizona, Hawaii, and Rhode Island. This webinar will be funded through the HRSA workforce grant.



NYS Office of Mental Retardation & Developmental Disabilities

Putting People First

Special Care Dentistry

Practical Training Modules



New York Department of Community Health and Michigan Department of
Community Health Present:

**A FREE Live Video Conference
Program for Dental Providers
“An Introduction to NYS OMRDD Training
Modules in Special Care Dentistry”**

A free CE Course designed to provide all dental professionals with the tools necessary to
increase their comfort level in treating patients with disabilities.

Intro to developmental disabilities ♦ Legal-Ethical issues ♦ Autism

July 22, 2009 • 5:00 to 8:00 PM

Multiple Viewing Location Sites! Please see information below.

Attendees will receive 3 CE credits.

Refreshments will be provided at most locations.

For more information please contact:

Jill Moore: 517-373-4943 or moorej14@michigan.gov

This Program is made possible with help from



Funding for the Michigan/New York Special Needs Conference speakers was provided by the Department of Health and Human Services Health Resources and Service Administration Grants to Support Oral Health Workforce Activities (T12HP10742). The Contents of this conference are solely the responsibility of the author and do not necessarily represent the official view of HRSA.

Viewing Sites by County



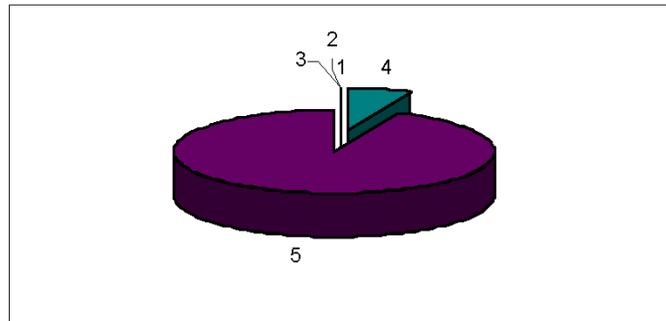
Please RSVP to a site below!

WEBINAR HOST SURVEY RESULTS: SPECIAL CARE DENTISTRY JULY 22, 2009

Rate the overall communication between you and MDCH

Poor
↑
↓
Excellent

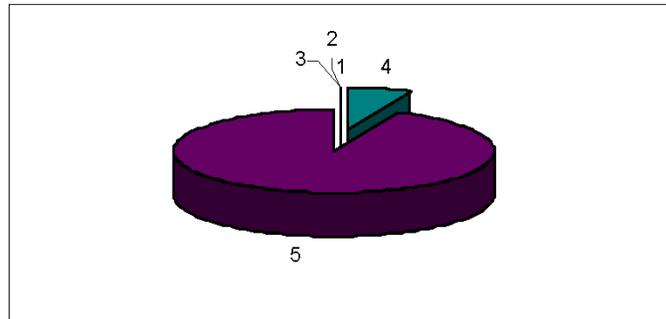
1 = 0%
2 = 0%
3 = 0%
4 = 6%
5 = 94%



Rate the support and resources from the MDCH oral health coordinator

Poor
↑
↓
Excellent

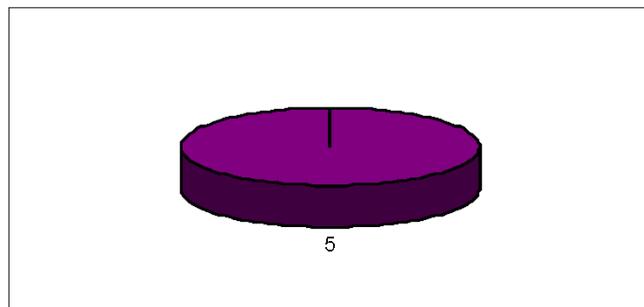
1 = 0%
2 = 0%
3 = 0%
4 = 6%
5 = 94%



Rate the response rate for your questions being addressed in a timely manor

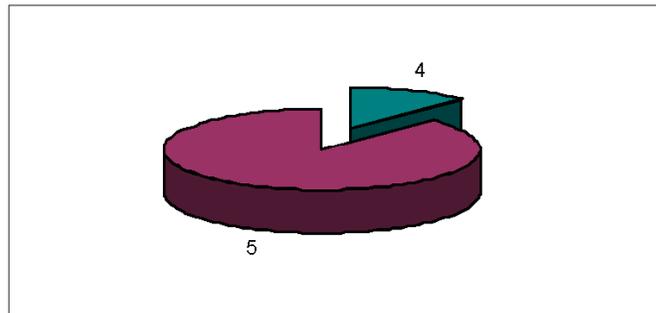
Poor
↑
↓
Excellent

1 = 0%
2 = 0%
3 = 0%
4 = 0%
5 = 100%



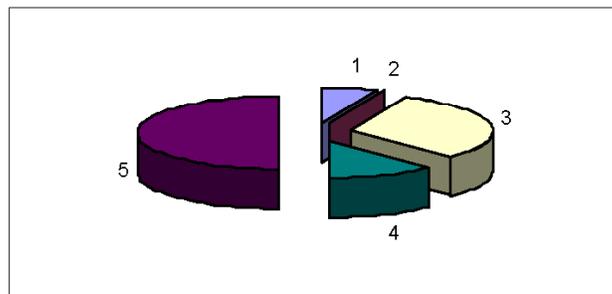
You were adequately prepared to host the special care dentistry webinar

Poor 1 = 0%
 2 = 0%
 3 = 0%
 4 = 13%
 Excellent 5 = 87%



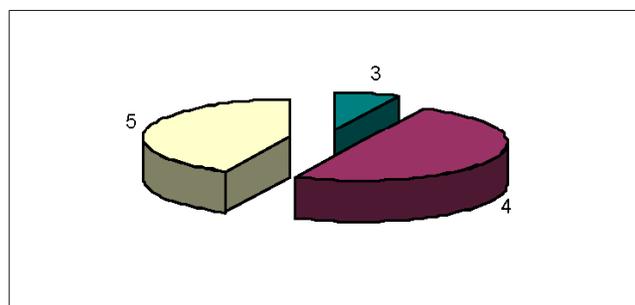
Rate the ease of getting attendees to attend the webinar

Poor 1 = 6%
 2 = 0%
 3 = 31%
 4 = 13%
 Excellent 5 = 50%



Rate the overall special care dentistry webinar

Poor 1 = 0%
 2 = 0%
 3 = 7%
 4 = 50%
 Excellent 5 = 43%



Additional topics you might like to see MDCH set up for you to host at another

Applying treatment
Geriatric dentistry, medically compromised topics
Geriatrics
Great topics for working in the public health setting
HIV; diabetes; Infant oral health education
Infant oral health; How to volunteer
More types of special needs pts
Public Health, FQHCs, special events
Sedation-IV, conscious, gastral anesthesia
Special needs patient care is #1; nursing home care
Treating the aging

Is there anything you feel MDCH could do better to prepare you?

Communication and prep was awesome, great way to provide edu. & training
Don't remember reading in an email that food could be purchased/reimbursed

Great job!

In future host at GVSU marek center– beautiful, only \$50 rental

Need more technical info to improve quality of picture

This was a great start– thank you!

Additional comments:

Add comments on eval form about accommodations (you they see/hear ok, warm/cool enough, would they come again)

Ask participants about date/time preference before

Colgate brought food—next time need to ask someone for drinks

Difficult time emailing in question—not enough time and format for submitting

DO NOT make background of slides black—hard to read on screen and printouts

Lost reception for a short time

Need a break

Need more interactive reporting on how speakers use their knowledge in practice.

Opportunity for dialogue @ sites among professional—make it interesting and more “user-friendly”

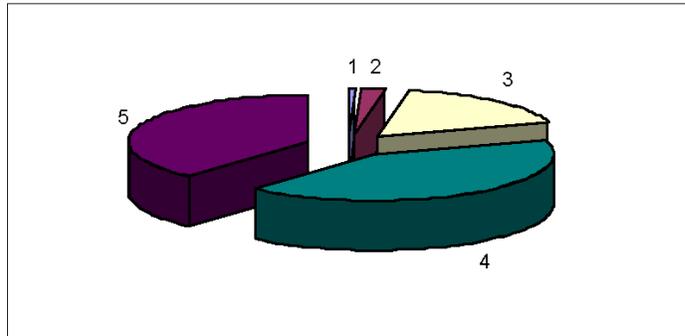
So impressed w/ all the great programs from your division!

WEBINAR SURVEY RESULTS: SPECIAL CARE DENTISTRY JULY 22, 2009

The objectives of the course were clear and concise

Poor
↑
↓
Excellent

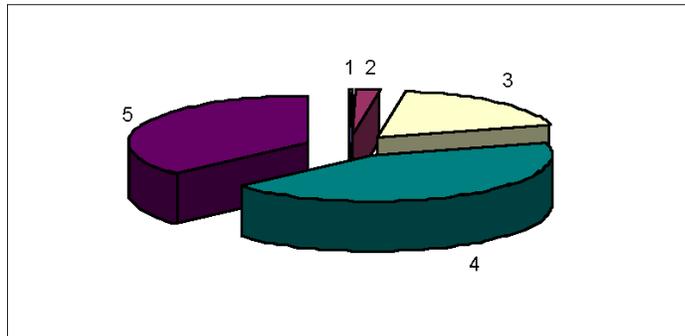
1 = 1%
2 = 2%
3 = 17%
4 = 41%
5 = 39%



The information presented met the objectives of the course

Poor
↑
↓
Excellent

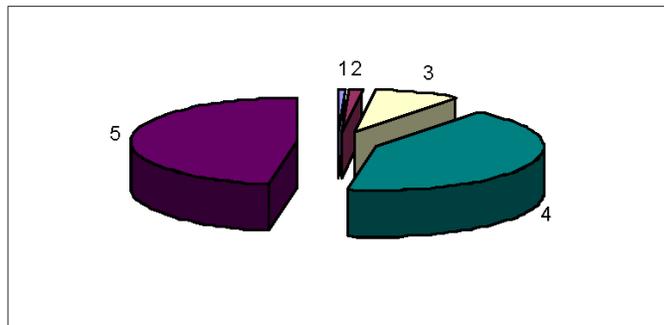
1 = 1%
2 = 2%
3 = 18%
4 = 42%
5 = 37%



The subject matter was based on current evidenced-based information

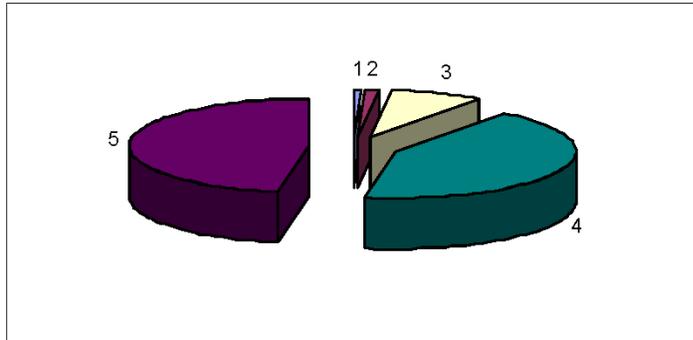
Poor
↑
↓
Excellent

1 = 1%
2 = 1%
3 = 9%
4 = 42%
5 = 47%



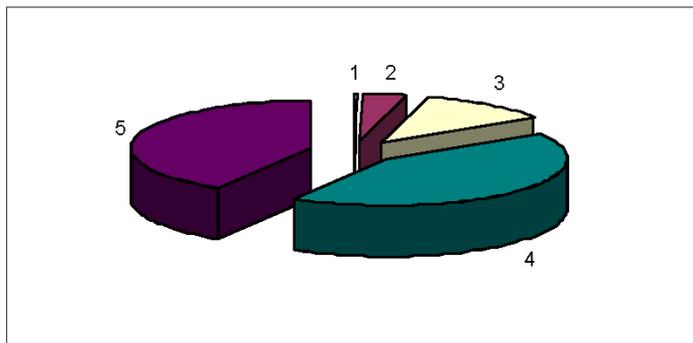
The level of information shared was appropriate to my preparation and experience

Poor 1 = 0%
 ↑ 2 = 4%
 ↓ 3 = 18%
 4 = 38%
 Excellent 5 = 40%



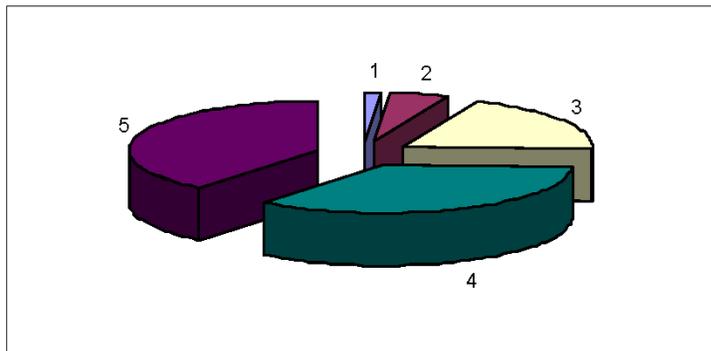
The course has contributed to my knowledge of the subject

Poor 1 = 0%
 ↑ 2 = 4%
 ↓ 3 = 12%
 4 = 43%
 Excellent 5 = 41%



The information presented could be directly applied to my professional activities

Poor 1 = 1%
 ↑ 2 = 5%
 ↓ 3 = 20%
 4 = 35%
 Excellent 5 = 39%



Overall evaluation of the course

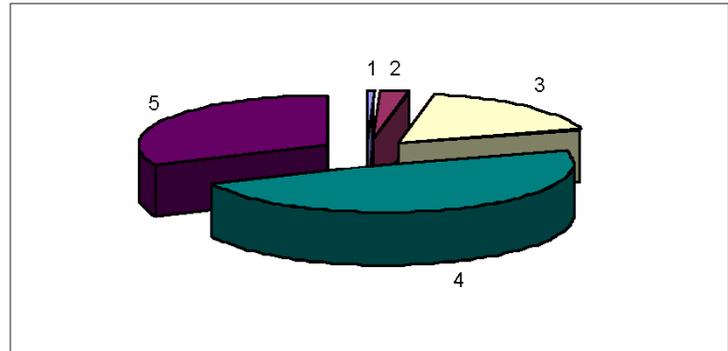
Poor

↑

↓

Excellent

1 = 1%
2 = 2%
3 = 17%
4 = 48%
5 = 32%



What was the most important issue discussed today?

- Autism
- Informed consent
- Lack of dental professionals due to lack of experience
- Legal issues; autism
- Consent forms
- Use of restraints; informed consent forms
- Defining disabilities; patient rights; how to consent; documentation; restraints; autism
- Autism and responses to behavior
- Autism
- Types of disabilities
- Legal issues- changes in models
- Suggestions of tx and better understanding
- Legal and ethical issues; consent
- Tx of those w/ special needs, esp. autism
- Negativity around treating special needs pts; autism
- Restraints and informed consent; autism
- Legal & ethical issues of special needs pts; auxiliaries
- Autism; if guardian spoken to on phone, use speaker and witness
- Management of pts with special needs
- Use of restraints
- Website to get modules for education
- Professional attitudes and actions about use of papoose boards
- Professional protocol; diff disabilities you may encounter; autism
- Legal aspects of treating pts with disabilities
- Autism- sights and sounds related to dental office diagnosis
- Autism
- Autism
- Autism
- Autism
- Autism
- Autism and patient management
- Autism
- Special care dentistry
- Autism
- Autism
- Special care patients- numbers increasing
- Legal issues state to state with consent
- Autism
- Disabilities and consent forms; autism
- Autism and disabilities
- Dealing with behavioral problems of autistic child
- Special care; restraints and autism
- Tx of pt w/ special needs
- Autism
- How to deal w/ pt who has autism, asperger's, REHs, etc
- Informed consent legalities; use of restraints & behavioral management; autism
- Discussion of informed consent & restraints
- Autism- how to treat & decide what tx is needed (i.e. papoose, chemical sedation, restraints)
- Autism
- Autism
- Autism
- Autism; consents from a compliance perspective
- Autism
- Autism
- Autism; legal issues and consent
- Autism- sight, sound, sensation sensitivity; ethical restraints & legalities
- Autism & legal matters
- How to deal w/ pt w/ disabilities & laws
- Tx of autistic children

What was the most important issue discussed today?

- Autism & treating children with it
 - Autism
 - Autism
 - Treating pts with autism
 - Autism
 - Autism
 - Autism
 - Autism
 - Autism
 - Autism & techniques on dental chair

 - Autism; legal issues
 - Great review and sharing of ideas
 - Autism
 - Types of PDDs & ways to make pts more comfortable
 - Intellectual disabilities including autism; in pediatric dental office
 - Autism & other specific diagnoses
 - Methods to incorporate into practice when working w/ disabled pts
 - Grey areas on informed consent
 - Autism; defining special needs/disability is not a fun or informative discussion
 - Informed consent; restraints; autism
 - Autism
 - General info
 - Good at showing needs and limitations when treating pts
 - 2nd presenter had most practical info to share

 - Will potentially use papoose boards if the case presents itself
 - Autism; disabled
 - All
 - Liked the summary of various disabilities
 - Relationship to the syndromes Asperger/Prader-Willi/RETT
 - Understanding special needs population; informed consent; autism
- You must treat every case individually
 - Informed consent for special needs pts
 - Medical/Legal info; autism
 - Autism

 - Autism
 - Prevalence of disability that is not in the general public; access to care is lacking
 - Autism
 - Autism
 - Disabilities definitions
 - Law; ADA; autism
 - Autism
 - Autism
 - Autism
 - Autism
 - Special care dentistry
 - Autism
 - Autism
 - Autism treatment

 - Info on Thimerosal; statistics on autism & diagnosis of each
 - In line w/ institutional setting
 - Informed consent; autism
 - Autism; restraints
 - Legality of treating disabled pts; informed consent
 - Autism
 - Autism
 - Restraints; consent
 - Treating pts with autism; desensitization
 - Autistic pts
 - Autism
 - Autism

What was the most important issue discussed today?

- Behavior management techniques; medications; autism
- Behaviors to help recognize disabilities
- autism
- Consent forms
- Informed consent
- Consent
- Restraints; autism
- Legal issues
- Didn't know verbal consent was equal to written
- Autism and variants
- Boring, didn't hold my attention
- Autism behavior management
- Ethical-legal issues
- Autism; legal issues around restraint
- Restraint; perception of dental experience from autistic pt
- Autism
- Autism
- Autism too dry
- Autism
- Autism
- Overall
- Autism
- Autism
- Informed consent; autism
- Autism; Legality of restraints
- Documentation for restraint
- Autism; restraints
- Legal responsibilities of Dental Professionals
- Legal aspects of consent requirements
- Restraint guidelines; autism
- Restraint ; autism
- Autism
- Autism
- Must stay in communication in clinical care and research
- Autism; restraint informed consent
- Recent and up-to-date info
- Autism- pedo reseilency
- Legal issues; disabilities
- Ethical & legal issues in special care; autism
- Autistic pts; finances great barrier
- Tx of autism
- Autism
- Restraints; law; autism
- All
- Legal coverage; live-in residents and alternative; behavioral/cinical skills for autistic
- Autism
- Legal issues w/ consent & restraint; good insight on autistic interpretation of sights & sounds
- Autism
- Autism
- Autism; legal considerations; informed consent
- Autism
- Restraints and appropriate uses
- Autism; informed consent
- Autism & dental management considerations; informed consent
- Autism
- Catering to each pts individual needs
- Autism

What was the most important issue discussed today?

- Autism
 - Autism
 - Treatment alterations for autistic pts
 - Autism
 - Restraints

 - Autism

 - Autism
 - Autism
 - Autism
 - Autism

 - Autism
 - How to treat and recognize pts w/ diff types of disabilities
 - Autism; legal issues w/ informed consent
 - Autism
 - Behavior management with autism
 - Autism/behavior management
 - How to help pts
 - All usefull
 - Treating pts w/ a disability
 - Special needs dental care- underemphasized aspect of dentistry
 - All
 - Autism
 - Autism
 - Autism
 - Autism
 - Autism
 - Diff. techniques for dealing with special needs pts; reinforced need for consent
 - Autism
 - Treating pts with autism
- Restraint
 - Autism
 - Autism
 - Be flexible when treating these pts; will be a challenge

 - Collaborating w/ other states to better serve special needs pts
 - Autism; ethical/legal info

 - Autism
 - Need for documentation; informed consent; autism
 - Autism and its increase
 - Management of pts with special needs
 - Empower those w/ disabilities, instead of focusing on what they can't do
 - Consent; various forms of autism
 - Availability/barriers
 - Protocols of treating the impaired

 - Autism
 - Special needs pts; restraint; autism
 - Autism
 - Legal/Ethical; autism

 - Consent; restraint; autism
 - Autism
 - Autism/Aspergers
 - Recognition of special needs groups

 - Autism
 - Autism; informed consent
 - autism
 - autism- it helped me to understand autism a little better
 - autism