

**Community Task Force on Oral Health for
Individuals with
Developmental Disabilities**

**Consumer Perceptions and Satisfaction
Workgroup**

Steering Committee Meeting

May 23, 2012



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Consumer Perceptions and Satisfaction

Purpose: To describe the perceptions and satisfaction with oral health status and available resources for individuals with developmental disabilities.

Sub-Committee Members:

Karen Black, Lenora A. Colaruotolo

Doug Fisler, Angela Huss

Dr. Sangeeta Gajendra, Beth Kettell

Robert Marketell, Laura Robinson, Liz Sheen



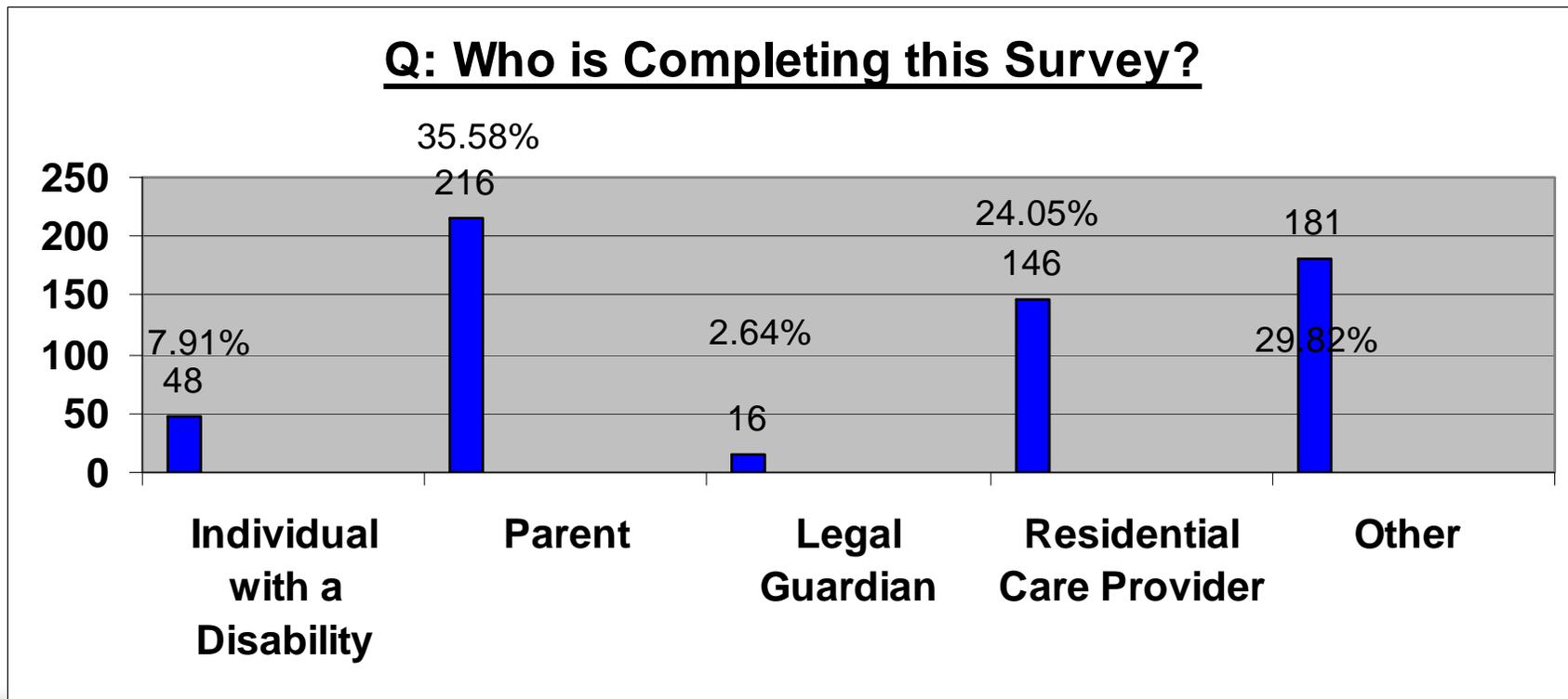
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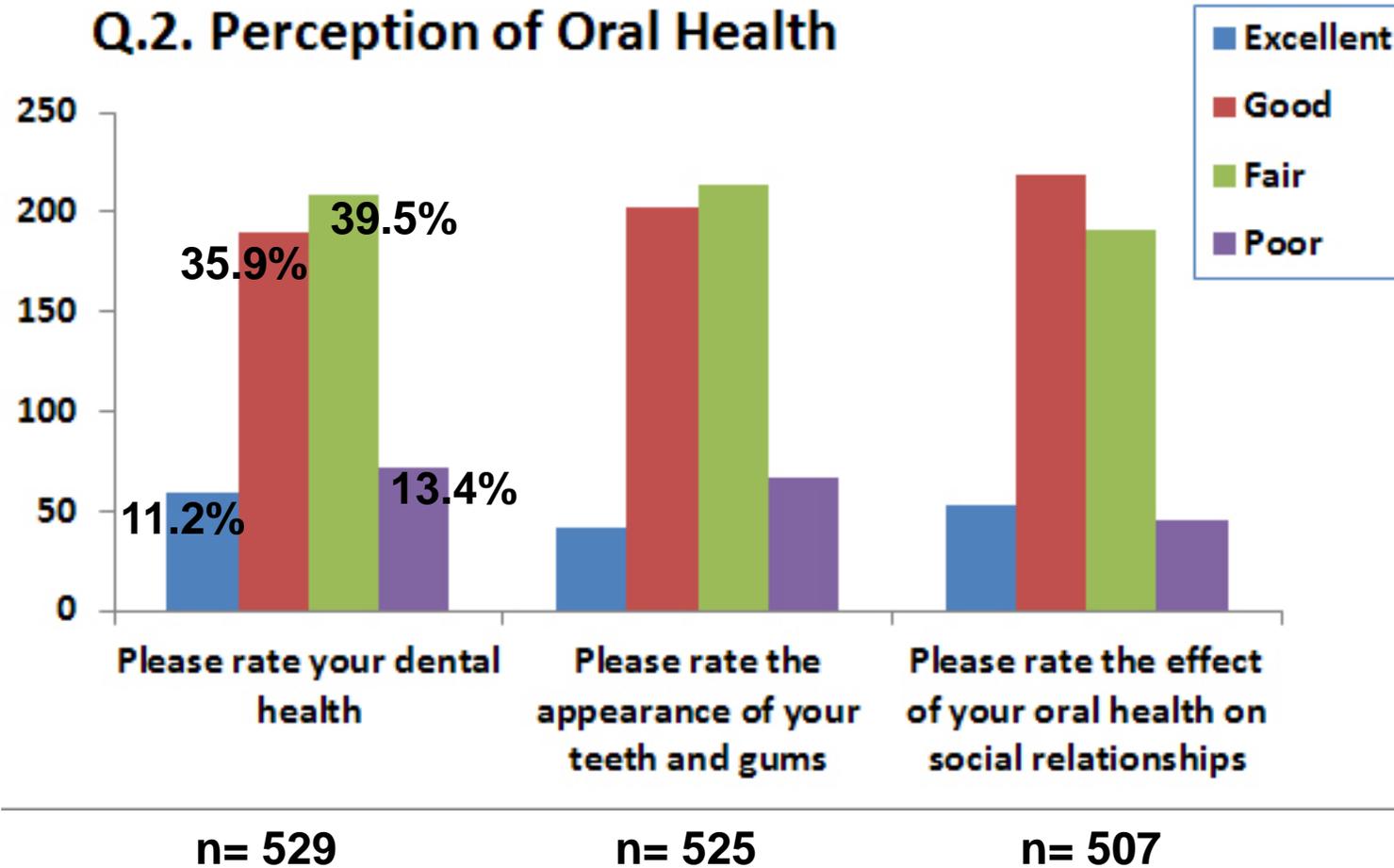
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Preliminary Results

- Total Responses: 607
 - Survey Monkey= 370; Hard Copy= 237



Perception of Oral Health

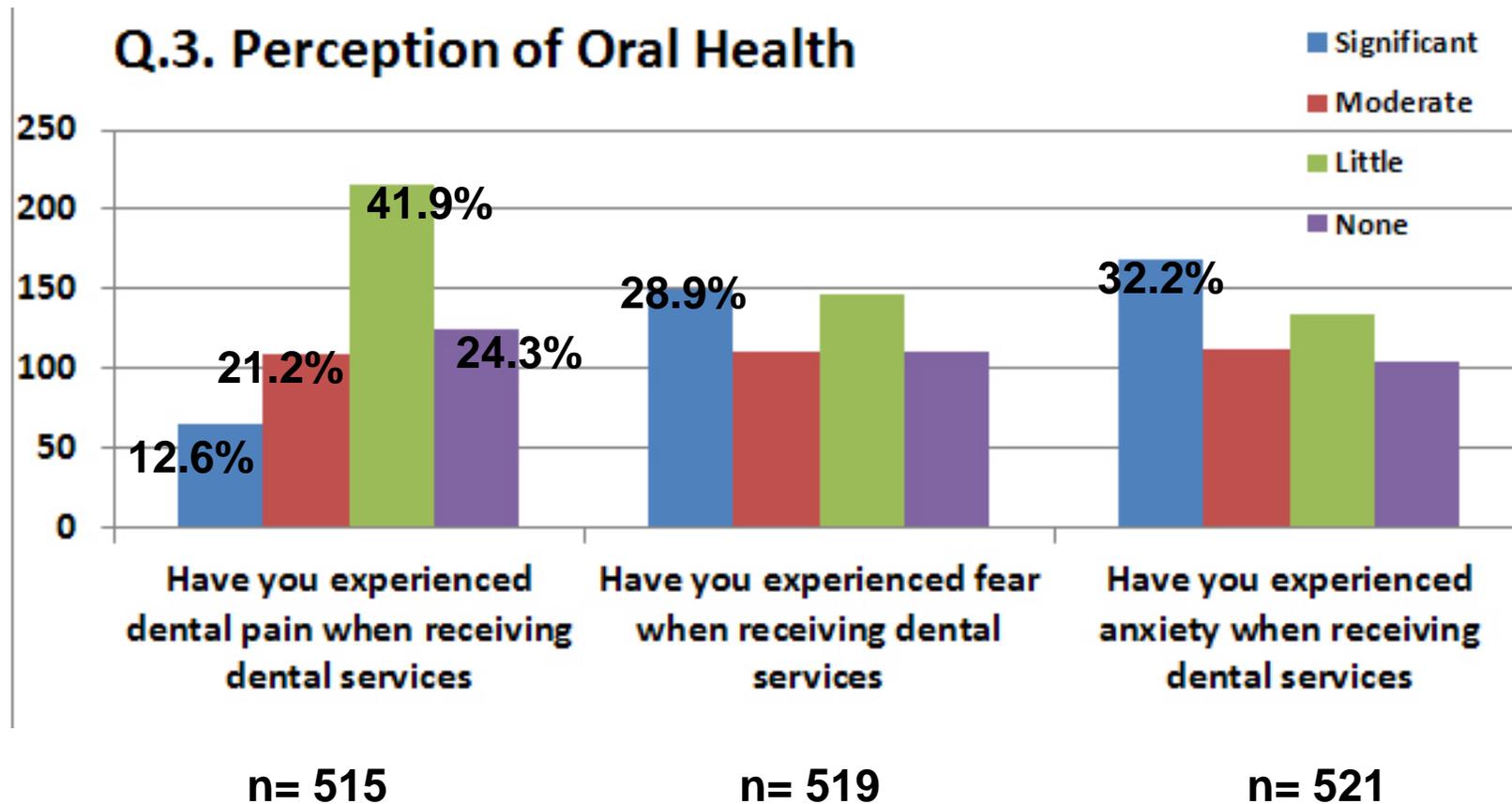


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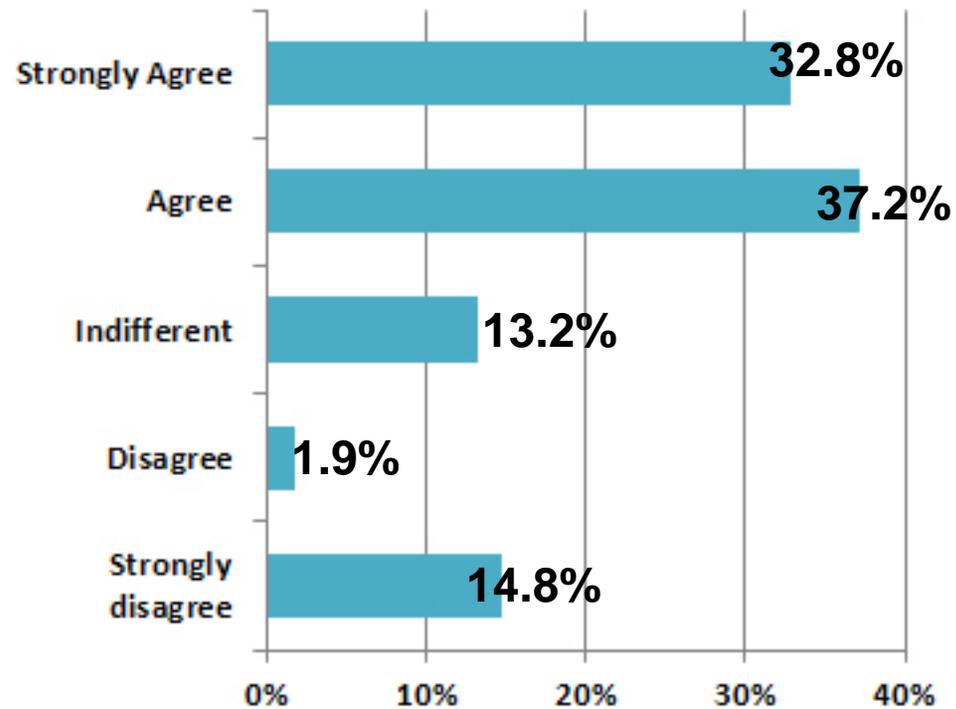
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Perception of Oral Health



Q. 23. Oral or dental health is important for overall health.



n= 521



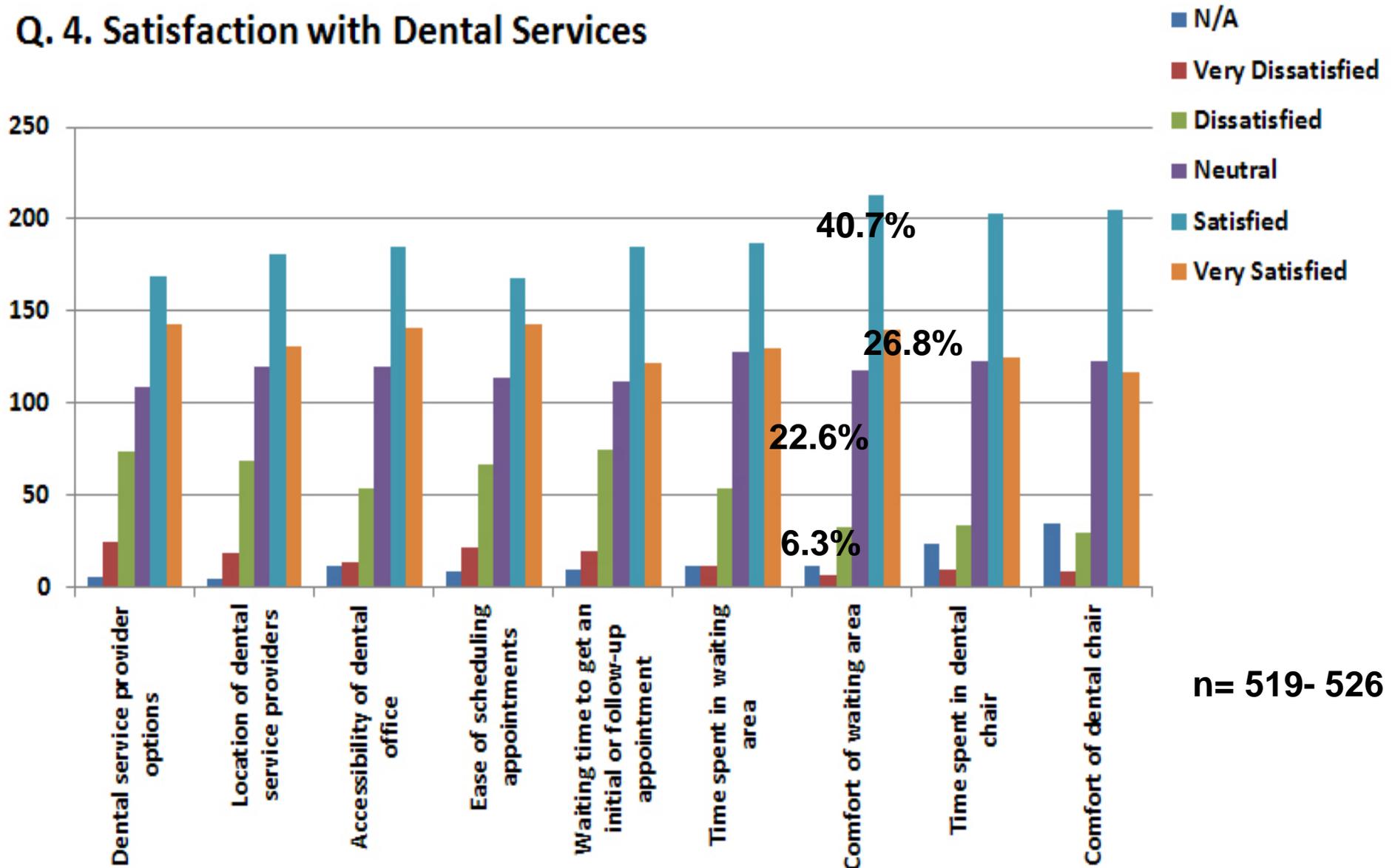
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Satisfaction with Dental Services

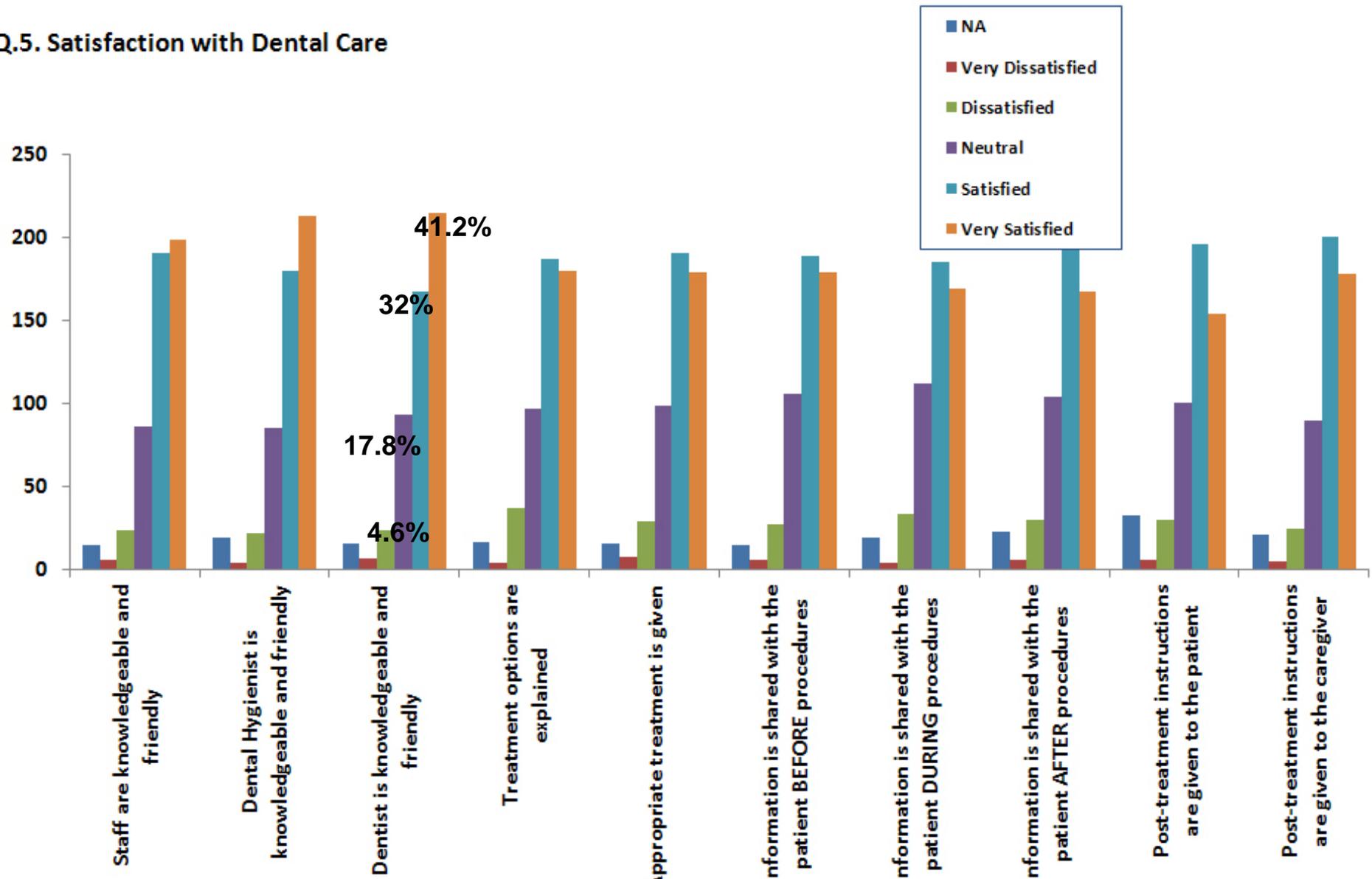
Q. 4. Satisfaction with Dental Services



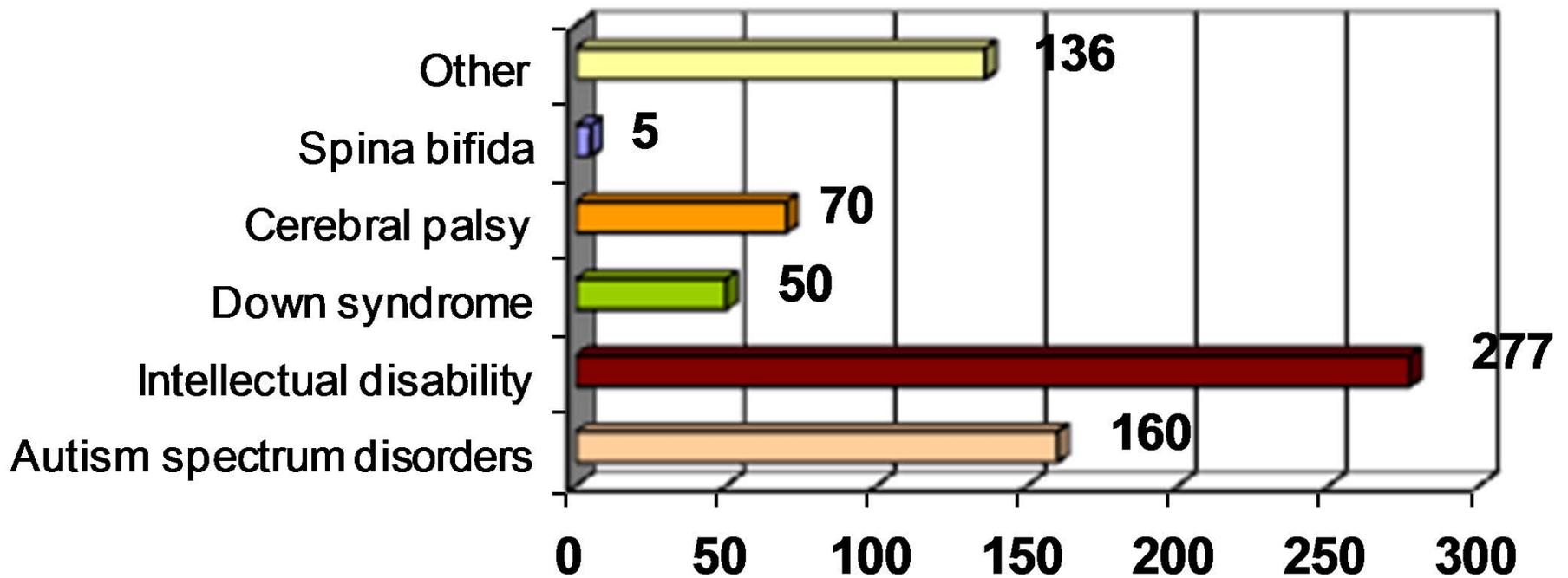
n= 519- 526

Satisfaction with Dental Care

Q.5. Satisfaction with Dental Care



Type of Condition



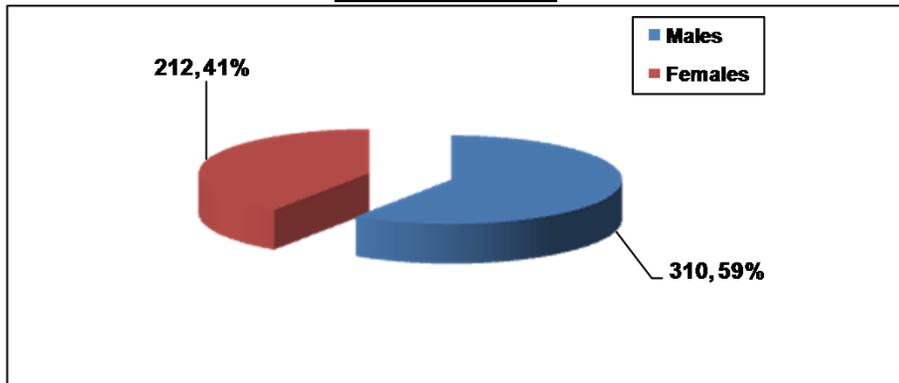
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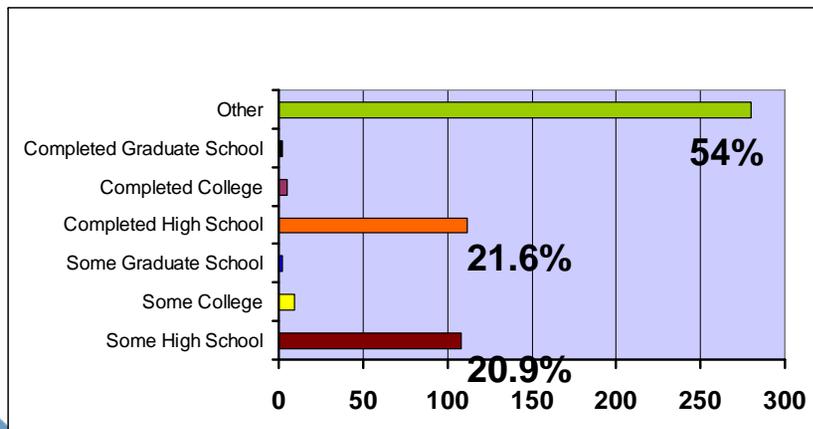
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Demographics

Gender

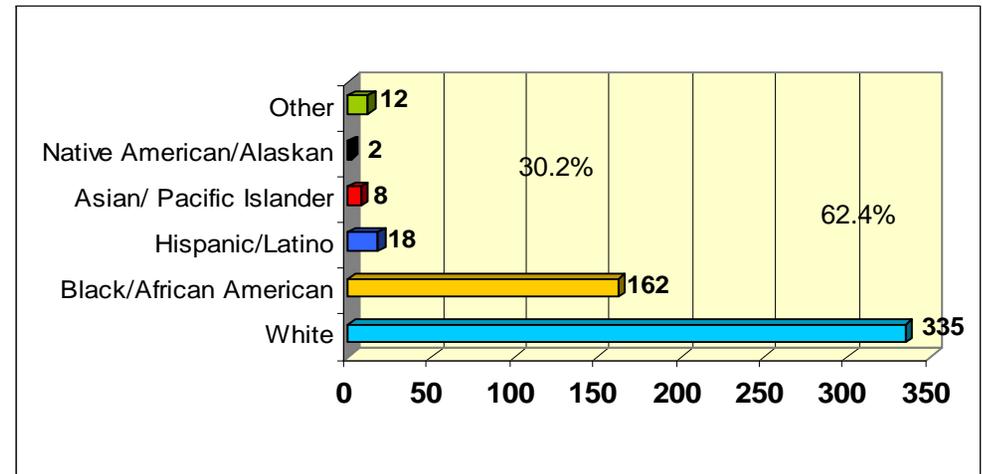


Education



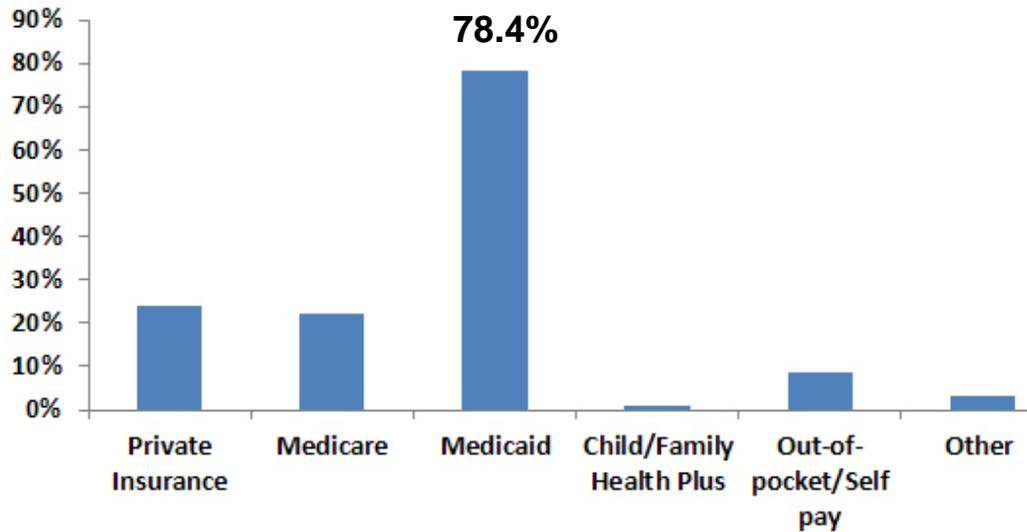
Age: 3- 88 years

Race/Ethnicity

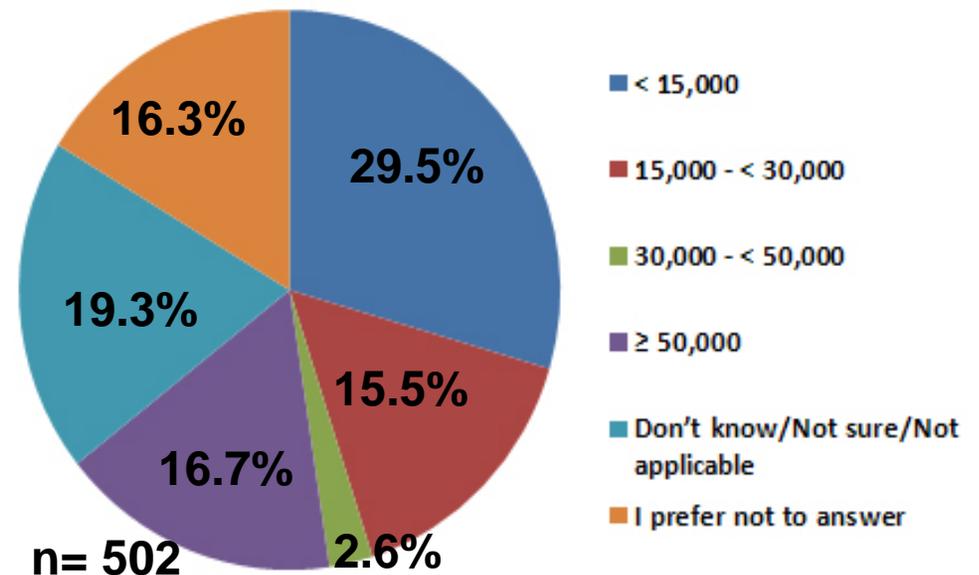


Demographics

Q. 12 Primary Method of Payment for Dental Care

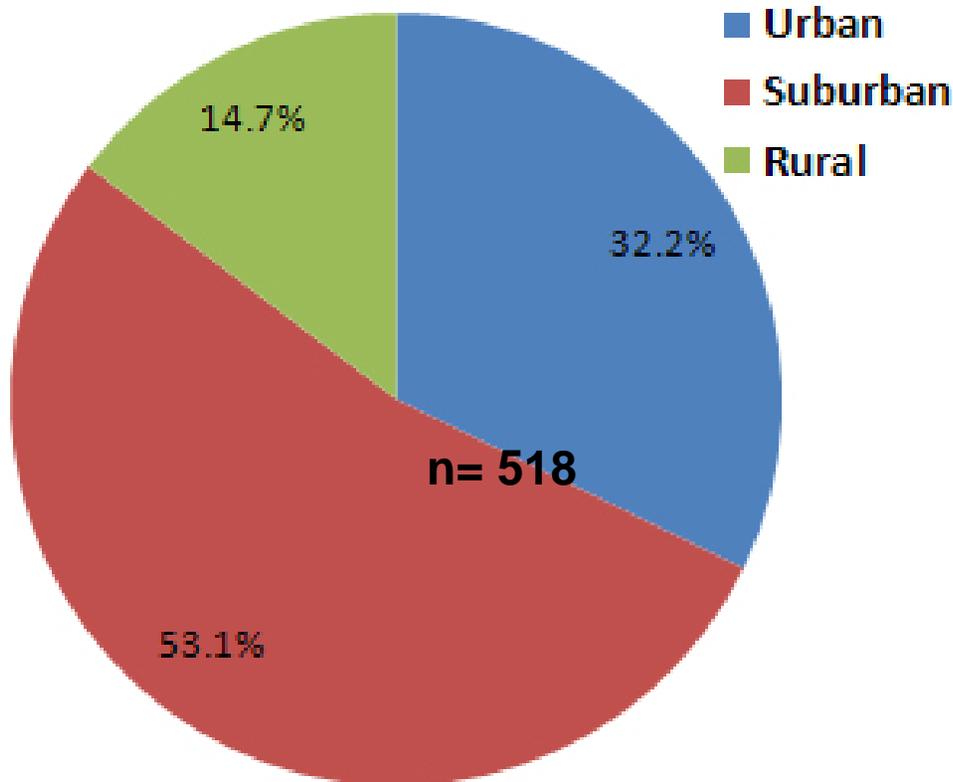


Q. 17. Annual household income

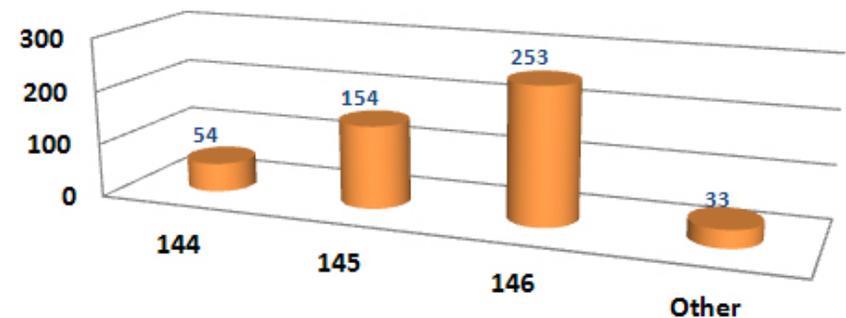


Demographics

Residence

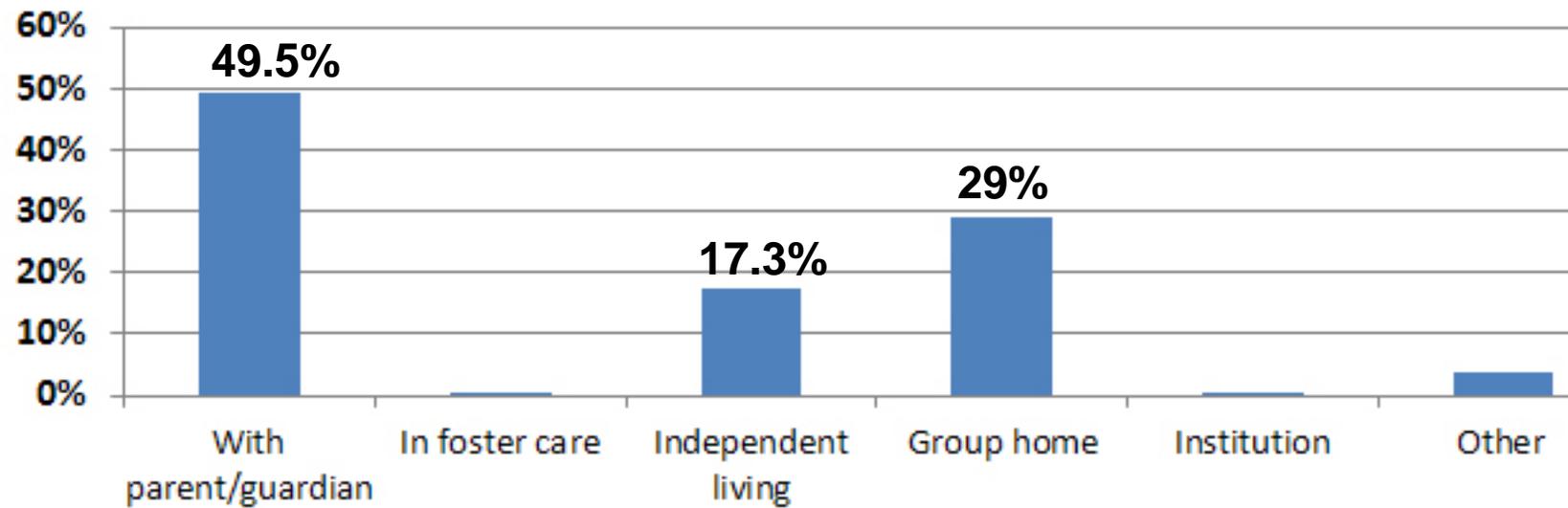


Q. 14. First three digits of zip code



Demographics

Q. 15. What is your living situation?



n= 525



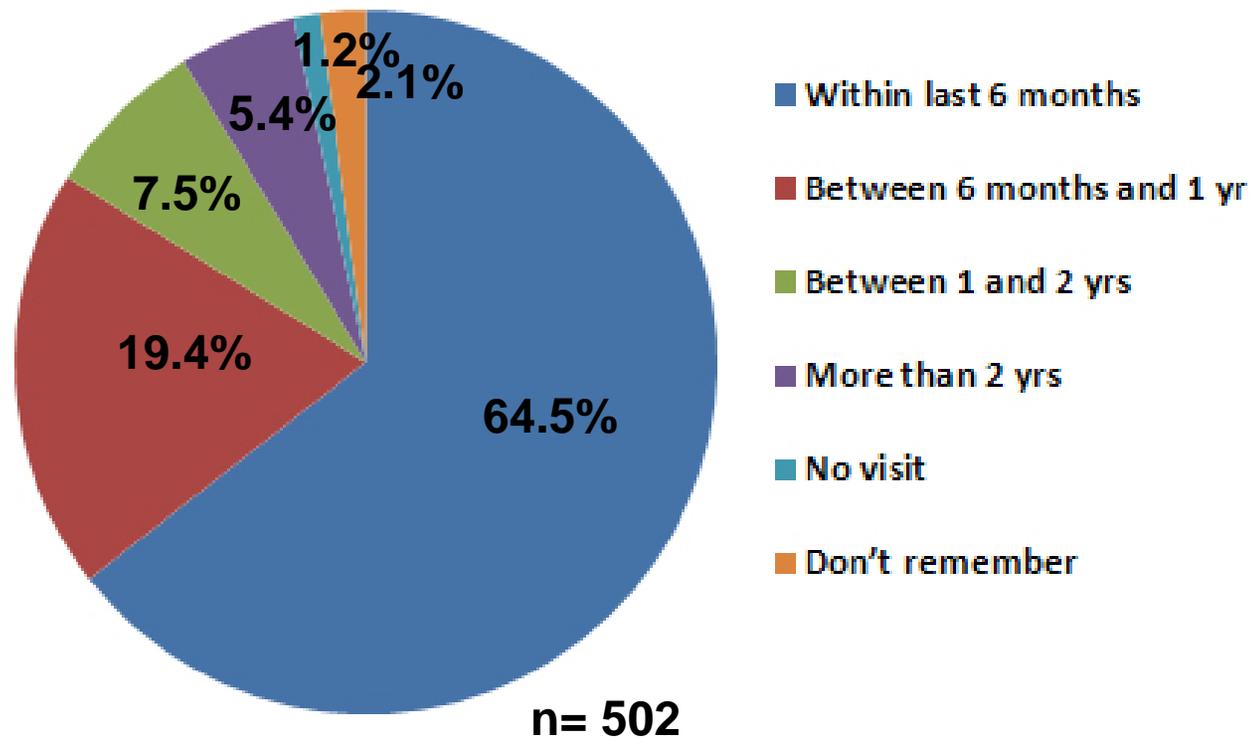
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Oral Health Access

Q. 18. When was your last dental visit?



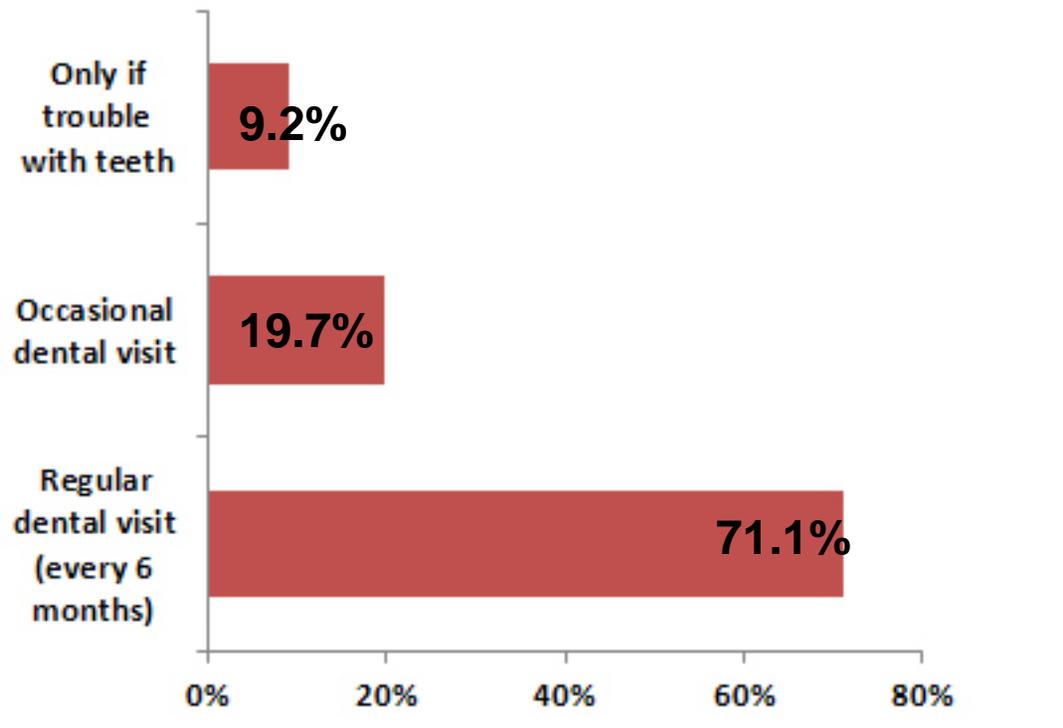
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Oral Health Access

Q. 19. Regularity of past dental attendance.

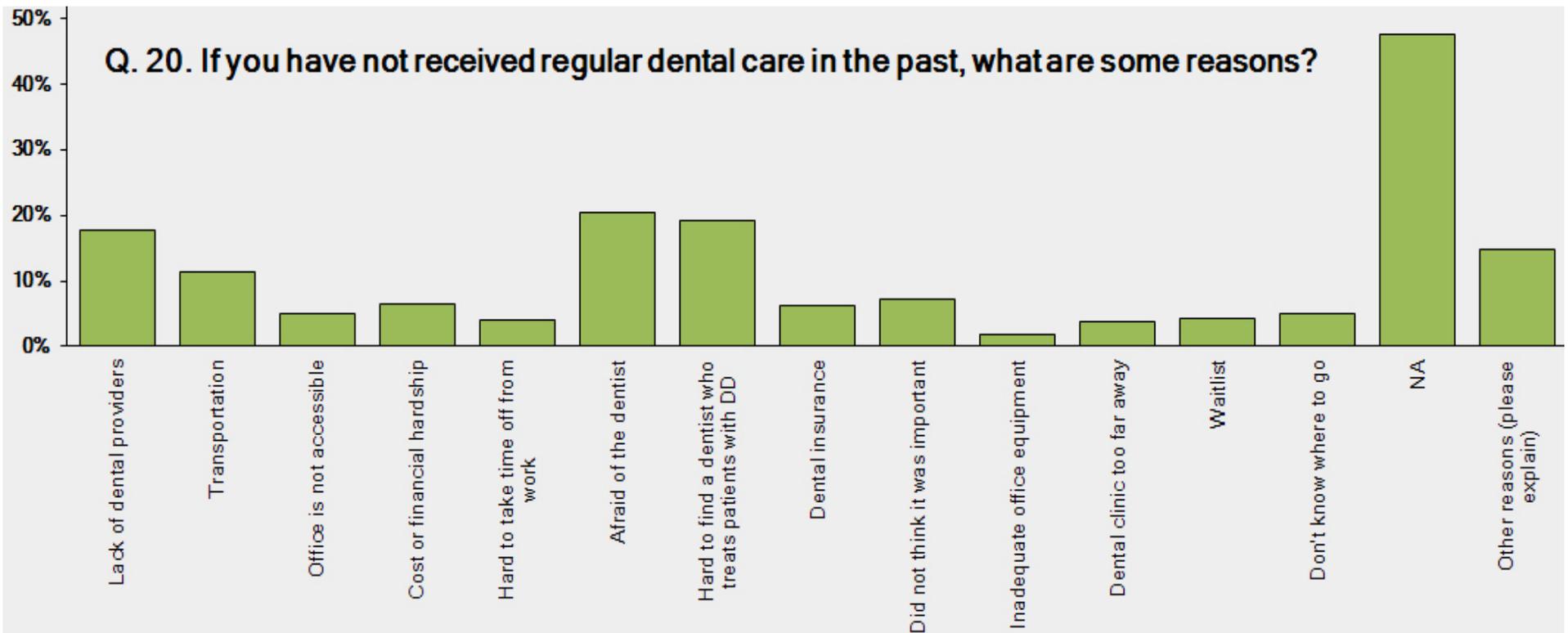


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Oral Health Access



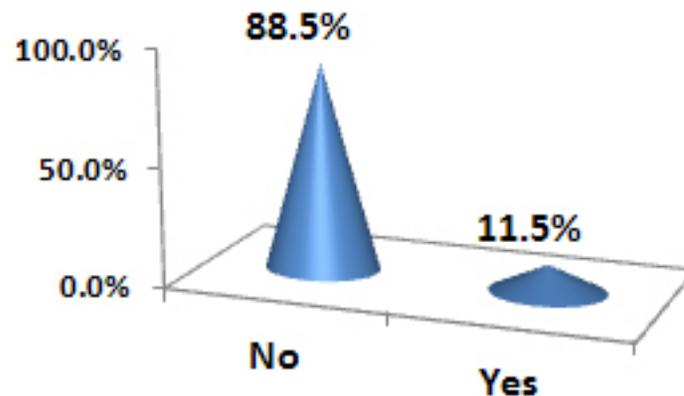
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Oral Health Access

Q.22 Was there any time during the last 12 months that, in your opinion, you personally needed a dental exam or treatment, or had a dental problem but did not receive care?



n= 516

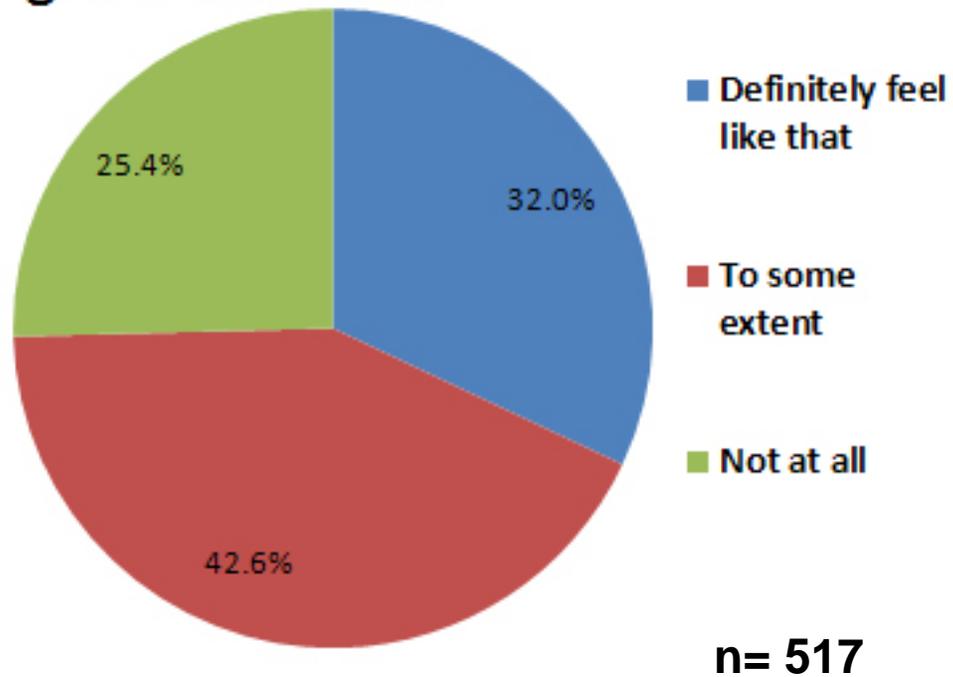


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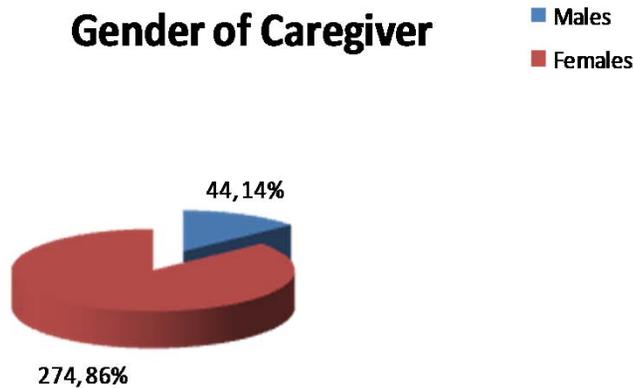
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Q. 21. I always feel anxious or nervous about going to the dentist.

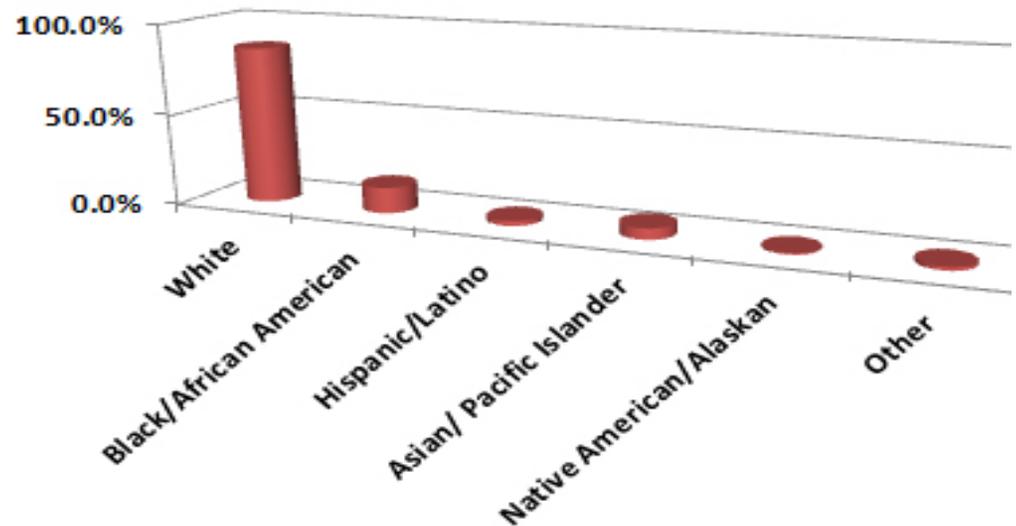


Demographics of Caregiver

Gender of Caregiver

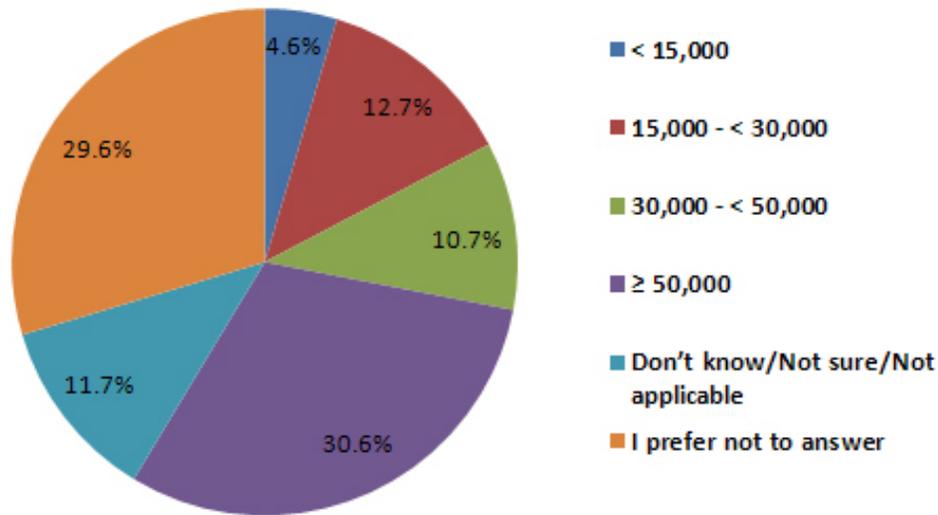


Q. 28 Race/Ethnicity of caregiver

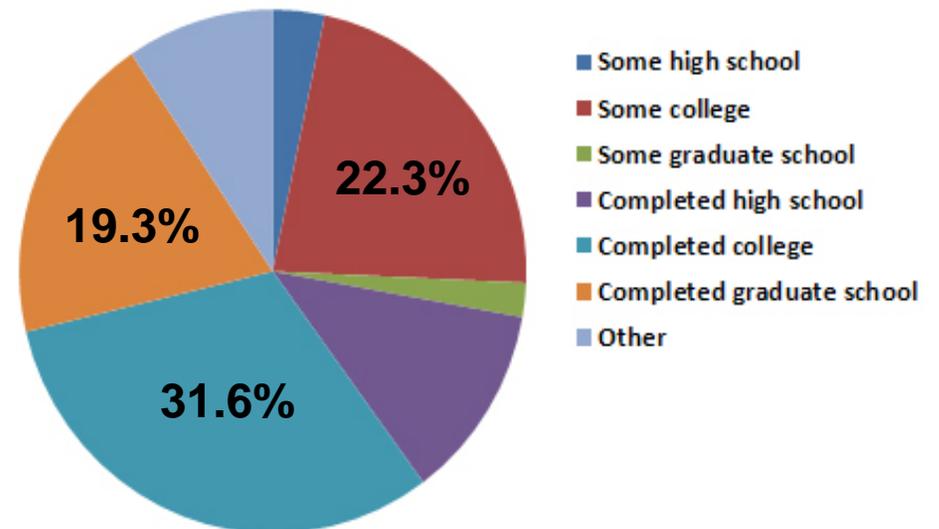


Demographics of Caregiver

Q. 29. Caregiver's annual household income



Q. 26. Education level of caregiver



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Survey Comments

- Provider Attitude/Training/Quality of Care
- Accessibility
- Insurance or Payment
- Facilities
- Anxiety
- Wait Times
- Positives



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Focus Groups

3 focus group sessions:

- Tuesday 4/17/12 at 10am Al Sigl
- Saturday 4/21/12 at 10am SRB
- Wednesday 4/25/12 at 6pm SRB

Tape recorded and transcribed



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Focus Groups

Session Questions

- 1) What are your thoughts about oral hygiene?
- 2) Oral hygiene, whose responsibility is it?
- 3) Describe the ideal dental care visit; what would it look like?
- 4) In closing, if there was one thing you would want included in the summary report, what would it be?



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Focus Groups

- Participants:
 - 7 parents
 - 1 sibling
 - 0 persons with IDD
- The preliminary results underscore the need for more supports for people with IDD
- Major themes:
 - Communication
 - Disability-specific concerns
 - Service System Issues
 - Health Insurance and financial issues
 - Responsibility for oral hygiene: everyone
 - Caregiver challenges



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Preliminary Suggestions

- Patient-centered care:
 - “Get to know my child” form prior to dental visit;
 - Communication between all medical and dental providers
 - “Layered” visit to reduce anxiety
- Education - continuing education & training for:
 - oral health care providers and staff;
 - group home care providers and staff;
 - care givers
- Community Resources:
 - Increase number of providers who treat patients with DD;
 - Create dental provider directory as referral resource for DD patients;
 - Promote educational materials/public service announcements to increase awareness of importance of oral health & early intervention, with a focus on prevention



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Next Steps

- Further analysis of quantitative data from survey responses
- Review findings from quantitative (survey) and qualitative (focus group) analyses
- Identify actionable recommendations based on findings



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Thank You!



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