



Improving Oral Health and Health Care Outcomes for Older Adults

Presentation to Oral Health Symposium
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Agenda

- Overview of Area Agencies on Aging
- Importance of Oral Health for Older Adults
- Messaging and Tools for staff and AAA Partners

Area Agency on Aging (AAA)

- ❑ Advocate, Plan, Coordinate Comprehensive Service Delivery System for Older Adults
- ❑ Administer Home & Community Based Medicaid Case Management Program:
 - ❑ Adults 18+
 - ❑ Eligibility based on Income and ADL/IADL needs

Why Focus on Oral Health?

*Without Oral Care and Treatment,
Older Adults are at Risk for:*

- ❑ Tooth Decay
- ❑ Gum Disease
- ❑ Dry Mouth
- ❑ Poor Nutrition
- ❑ Denture Problems
- ❑ Oral Cancer
- ❑ Chronic Illnesses

Oral Health and Overall Health

- What happens in the mouth is often a reflection of what happens in the body.
- Oral Health has been linked to **diabetes**, **heart disease**, **stroke**, and **pneumonia**.
- Research also links Periodontal disease, a chronic inflammatory disease to cardiovascular disease, diabetes, Alzheimer's and other diseases

Snapshot of Medicaid Clients

More than half of clients are at risk for complications because they have one or more of the following oral health conditions:*

- ❑ Broken, loose, or decayed teeth
- ❑ Missing some or all teeth
- ❑ Ill fitting dentures
- ❑ Inflamed, swollen or bleeding gums, oral abscesses
- ❑ Ulcers or rashes

Care Assessment Tool

The following CA sections provide opportunities to identify oral health issues and educate clients:

- Medications
- Overall Health
- Pain
- Eating
- Nutrition/Oral
- Personal Hygiene

Medication Assessment

Asking about a client's medications is a perfect time to ask about dry mouth.

CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: hankil0 On: 04/30/2012 12:53

File Action Administration Help

Online
Tooth, Timothy
Client Details
LTC Pending Initial
Environment
Medical
Medications
Diagnosis
Seizures
Med. Mgmt.
Treatments
ADH
Pain
Indicators
Communication
Psych/Social
Personal Elements
Mobility
Toileting
Eating
Hygiene
Household Tasks
Functional Status
Care Plan

Medications (Last 7 days) Changes? [v]

Medications Used? * Yes [v]

Medication List * [+ -]

#	Description
1	BROMFED SYRUP OTC ANTIHISTAMINE AND NASAL DECONGESTANT
2	ACETAMINOPHEN AND HYDROCODONE TABLETS
3	ATENOLOL TABLETS
4	CARISOPRODOL TABLETS
5	DETROL TABLETS
6	CARBIDOPA AND LEVODOPA TABLETS
7	WELLBUTRIN TABLETS
8	ALBUTEROL SULFATE INHALER

Medication Detail

Description: ALBUTEROL SULFATE INHALER [...]

Dosage

Quantity: [] Measure: [v]

Frequency: [v]

Route: [v]

Prescription: [v]

Why Taken [v]

Comments [v]

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Diagnosis and Overall Health Assessment

Asking about diagnoses may give insight into conditions that are associated with poor oral health ...

The screenshot shows a software window titled "CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: On:". The window has a menu bar with "File", "Action", "Administration", and "Help". On the left is a tree view with categories like "Online", "Tooth, Timothy", "Client Details", "LTC Pending Initial", "Environment", "Medical", "Medications", "Diagnosis", "Seizures", "Med. Mgmt.", "Treatments", "ADH", "Pain", "Indicators", "Communication", "Psych/Social", "Personal Elements", "Mobility", "Toileting", "Eating", "Hygiene", "Household Tasks", "Functional Status", and "Care Plan". The "Diagnosis" item is selected. The main area is titled "Diagnosis" and contains a "Diagnosis List" table with two entries: "1 Diabetes - Insulin dependent (IDDM)" and "2 Cardiovascular disease, Other". Below the list is a text box with the text "Including: diabetes, heart disease, stroke pneumonia, cardiovascular disease, Alzheimer's and others". There are also sections for "Diagnosis Details", "Functional Limitation", and "Indicators". At the bottom, there is a dropdown menu for "Is Client Comatose?" with "No" selected.

Diagnosis List *

#	Diagnosis
1	Diabetes - Insulin dependent (IDDM)
2	Cardiovascular disease, Other

Including: diabetes, heart disease, stroke pneumonia, cardiovascular disease, Alzheimer's and others

Diagnosis Details

Diagnosis: Cardiovascular disease, Other

Comments

Functional Limitation

Indicators

Is Client Comatose? *
No

Pain Assessment

Clients reporting pain in mouth or tooth in last 7 days can indicate oral health issues

CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: hankil0 On: 04/30/2012 01:16

File Action Administration Help

Online Pain (Last 7 days) Changes? [v]

Client Details

- LTC Pending Initial
 - Environment
 - Medical
 - Medications
 - Diagnosis
 - Seizures
 - Med. Mgmt.
 - Treatments
 - ADH
 - Pain**
 - Indicators
 - Communication
 - Psych/Social
 - Personal Elements
 - Mobility
 - Toileting
 - Eating
 - Hygiene
 - Household Tasks
 - Functional Status
 - Care Plan

Pain Identified? * Yes [v]

Pain List *

#	Pain Site	Score
1	Mouth	4
2	Tooth	3

Frequency with which client complains or shows evidence of pain: *
Pain less than daily [v]

Pain Management: *
Treated, partial control [v]

Impact
Activity limited

Comments/Referral

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Eating Assessment: Nutritional/Oral

Specific details about oral health issues/symptoms and their effect on nutrition

CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: On:

File Action Administration Help

Online Nutritional/Oral Changes?

Tooth, Timothy

- Client Details
- LTC Pending Initial
- Environment
- Medical
- Indicators
- Communication
- Psych/Social
- Personal Elements
- Mobility
- Toileting
- Eating
 - Nutritional/Oral
 - Eating
 - Meal Preparation
- Hygiene
- Household Tasks
- Functional Status
- Care Plan

Options

Options

- Broken, loose, decayed teeth
- Dentures do not fit
- Inflamed, swollen/bleeding gums
- Oral abscesses
- Some/all teeth lost
- Ulcers/rashes
- None of these

Selected

>>>

<<<

OK Cancel

Oral / Dental Problems *

Adhere To

1. The proportion of total calories the client received through parenteral or tube feedings in the last seven days was:

2. Was the average fluid intake per day by IV or tube in last seven days greater than 2 cups (500 cc)?

Date of last dentist visit:

Dentist's Name:

Comments/Referral

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Eating Assessment: Strengths

Noting whether clients have own teeth as an eating strength

The screenshot shows a software application window titled "CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: On:". The main window displays a tree view on the left with categories like "Client Details", "LTC Pending Initial", "Environment", "Medical", "Indicators", "Communication", "Psych/Social", "Personal Elements", "Mobility", "Toileting", "Eating", "Nutritional/Oral", "Meal Preparation", "Hygiene", "Household Tasks", "Functional Status", and "Care Plan". The "Eating" category is selected. The main area shows "Eating (Last 7 days)" with fields for "Self Performance: *" (Independent), "Support Provided: *" (No setup or physical help), "Status: *", "Assistance Available: *", "Limitations", and "Caregiver Instructions". A "Strengths" button is visible. An "Options" dialog box is open, showing a list of options: "Can feed self with cueing", "Client has a good appetite", "Client has own teeth" (highlighted), "Client is cooperative with caregiver", "Client is motivated", "Client manages own tube feeding", "No swallowing problems", and "Takes occasional food by mouth". The "Selected" list is empty. The dialog has "OK" and "Cancel" buttons. The bottom of the window shows "Comments/Caregiver Instructions" and a "Supplier" field. The page number "12" is in the bottom right corner.

Eating Assessment: Limitations

Braces/orthodontia, chewing problems, swallowing problems, mouth pain

The screenshot shows a software application window titled "CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: On:". The main window displays a tree view on the left with categories like "Client Details", "LTC Pending Initial", "Environment", "Medical", "Indicators", "Communication", "Psych/Social", "Personal Elements", "Mobility", "Toileting", "Eating", "Nutritional/Oral", "Hygiene", "Household Tasks", "Functional Status", and "Care Plan". The "Eating" category is selected. The main area shows "Eating (Last 7 days)" with fields for "Self Performance: *" (Independent), "Support Provided: *" (No setup or physical help), "Status: *", and "Assistance Available: *". There are also "Strengths" and "Limitations" sections. An "Options" dialog box is open, showing a list of eating-related issues. The "Options" list includes: Ability fluctuates, Cannot cut food, Choking, last 6 months, Does not follow prescribed diet, Forgets to eat, Paralysis of dominant hand, Pockets food, Poor appetite, Poor hand to mouth coordination, Spits out food, and Won't eat alone. The "Selected" list includes: Braces/orthodontia, Chewing problem, Current swallowing problem, and Mouth pain. The dialog box has "OK" and "Cancel" buttons. The background of the screenshot has a repeating watermark "PRACTICE VERSION".

File Action Administration Help

Online

Tooth, Timothy

Client Details

LTC Pending Initial

Environment

Medical

Indicators

Communication

Psych/Social

Personal Elements

Mobility

Toileting

Eating

Nutritional/Oral

Eating

Meal Preparation

Hygiene

Household Tasks

Functional Status

Care Plan

Eating (Last 7 days)

Changes?

Self Performance: *

Independent

Status: *

Support Provided: *

No setup or physical help

Assistance Available: *

Strengths

Limitations

Options

Options

Ability fluctuates

Cannot cut food

Choking, last 6 months

Does not follow prescribed diet

Forgets to eat

Paralysis of dominant hand

Pockets food

Poor appetite

Poor hand to mouth coordination

Spits out food

Won't eat alone

Selected

Braces/orthodontia

Chewing problem

Current swallowing problem

Mouth pain

Instructions

Supplier

Comments/Caregiver Instructions

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Personal Hygiene Assessment

Consider impact of limitations on oral health (i.e. cannot raise arms)

CARE Office: Seattle Case Management Case: Tooth, Timothy Updated By: On:

File Action Administration Help

Online
Tooth, Timothy
Client Details
LTC Pending Initial
Environment
Medical
Indicators
Communication
Psych/Social
Personal Elements
Mobility
Toileting
Eating
Hygiene
Bathing
Dressing
Personal Hygiene
Household Tasks
Functional Status
Care Plan

Personal Hygiene (Last 7 days) Changes?

Self Performance: * Independent
Status: *
Support Provided: * No setup or physical help
Assistance Available: *

Strengths Limitations

Options

Options Selected

- Cannot brush/comb hair
- Cannot do oral hygiene care
- Cannot manage menses care
- Cannot raise arms
- Cannot shave self
- Needs encouragement
- Needs hand-over-hand assistance
- Resists assistance
- Resists shave
- Sensitive to some products
- Unaware of grooming needs

OK Cancel

Comments/Caregiver Instructions

Supplier

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Oral Health Flags

- Improve Health Literacy for clients and caregivers
- Tips and tools to self-manage their oral health and communicate with health care providers
- Helps identify symptoms/conditions and “flags” next steps
 - Green: All Clear
 - Yellow: Caution
 - Red: STOP! Medical evaluation needed.

Oral Health Self-Management Plan

EVERY DAY:

- Limit sweet/starchy snacks and sugary drinks between meals.
- Brush twice daily with fluoride toothpaste.
- Floss daily.
- Drink fluoridated water.

REGULARLY:

- Regular dental visits (determine schedule with your dentist)
- Discuss oral health at your annual medical exam, especially if you have oral pain, dry mouth, or are taking multiple medications.

Green Flags — All Clear



If you have:

- No oral health problems or pain
- Your own natural teeth are intact or your dentures fit correctly
- No problems eating a variety of foods

What this could mean ...

- You do not have “dry mouth” OR mouth dryness is managed with extra water, sugar-free gum, or sugar-free hard candy.
- You are not having any oral health issues at this time.

Keep up the great work!

Yellow Flags — Caution



If you have:

- Persistent dry mouth, which can cause difficulty speaking or talking; absence or lack of pooling of saliva in mouth.
- Problems with chewing or cheek biting
- An unexplained change in your mouth or throat, such as sores, swelling, or numbness, or if you have difficulty eating or swallowing that doesn't resolve within a few days
- Frequent bleeding gums
- Poor fitting dentures

What this could mean ...

- You may have “dry mouth,” which puts you at higher risk for dental cavities and gum disease (gums may appear red, swollen, and bleeding, and may be pulled away from the teeth).
- You may need a denture adjustment.
- You may need a dental check-up to prevent problems from developing and treating any problems before they become painful.

Improved home care (brushing and flossing) is advised.

Call your doctor, nurse, or dentist if you notice any changes in your oral health.

Name:

Name:

Number:

Number:

If you notice a Yellow Flag, work closely with your health care team.

Red Flags — Stop and Think



If you have:

- An area of persistent redness or soreness in your mouth
- Persistent bleeding gums
- Loose teeth
- Any lesion in your mouth (including lips, cheeks, tongue, and roof of the mouth)
- Discomfort that causes you to not wear your dentures at all or limits your ability to eat healthy solid foods

What this means ...

You need to be evaluated by a doctor or dentist right away.

Name:

Number:

If you notice a Red Flag, call your doctor or dentist immediately.



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