



Community Voices on Veteran Oral Health in Iowa: Perspectives and Planning for Progress

July 23rd, 2024

Housekeeping



This session is being recorded



The materials will be posted on the AIDPH website



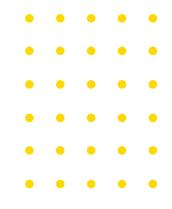
Please chat and engage throughout!



CEUs are available for this session

Learning Objectives

- Understand the unique oral health challenges faced by veterans in lowa through first-hand accounts from stakeholders and experts in dental public health.
- Discuss the importance of community involvement and diverse perspectives in addressing veteran oral health disparities.
- Evaluate current initiatives and programs aimed at improving veteran oral health in Iowa, identifying gaps and opportunities for enhancement.
- Develop a comprehensive agenda for the upcoming statewide summit that addresses pathways forward for potential solutions in veteran oral health in Iowa.



Disclosure

The presenters declare that they do not have a financial arrangement or affiliation with any corporate organization offering financial support or grant monies for this continuing dental education program, nor do they have a financial interest in any commercial product(s) or service(s) they will discuss in the presentation.

Today's Agenda

Reviewing the State of Veteran Oral Health in Iowa

2 Community Voices

State Summit Agenda Building

Community Forum Session Speakers





Annaliese Cothron

She/Her

The American
Institute of Dental
Public Health

Carole Ferch

She/Her

I-Smile Silver Coordinator

What is a Community Forum?

Didactic presentation designed to be an overview of veteran oral health in Iowa



Discussion session
where attendees
share their thoughts,
feedback, and
opportunities for action

Multi-Part Engagement

AIDPH's Mission and Vision

MISSION

Empowering our community to advance oral health through science, education, and advocacy

VISION

A justice-oriented oral health system



Our Communities of Focus



LGBTQIA+

By tailoring preventive and treatment strategies to the unique needs of this community, we can contribute to reducing disparities and promoting oral health equity for all individuals, regardless of their sexual orientation, gender identity, or intersex status.



Veterans

By recognizing and addressing the distinct challenges faced by veterans, we can contribute to improving oral health outcomes, promoting preventive care, and enhancing the overall quality of life for those who have served in the military.



Disabilities

By prioritizing inclusivity, accessibility, and targeted education, we can contribute significantly to improving the oral health outcomes and overall well-being of people with disabilities.



Rural

By addressing the unique challenges faced by residents in rural areas, we can contribute to reducing oral health disparities and improving the overall well-being of these communities.

• • •

• •

• • •



The AIDPH Academy presents a range of engagement opportunities to suit different levels of commitment. Choose from accessible webinars and workshops designed for busy schedules, or dive deeper with our immersive fellowships and the annual colloquium for a more substantial professional development experience.



The American Institute of Dental Public Health is an ADA CERP Recognized Provider. The ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education. ADA CERP does not approve rendorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to the ADA CERP at www.ADA.org/CERP.



Webinars and Workshops

Meetings on a specific topic or initiative to deliver information to a broader network

Learning Collaboratives

Informal meetings on an overarching topic focused on growth and collective action

Certificates

Dedicated curriculum pathways to earn a certificate signaling expertise in an established topic

Fellowships

Dedicated curriculum that is explored in longer terms to earn a certificate and moniker of "Fellow of the Academy"

Colloquium

Intensive topical examination that is interactive and geared for personal and professional development

Poll:

What is your role in supporting Veteran Oral Health in Iowa?





Understanding Outcomes and Opportunities

Oral health is critical to overall health and well-being. Marginalized, historically excluded, and under-served communities often disproportionately suffer from poor oral health as a result of social and political determinants of health. Veterans experience a disproportionate burden of disease and disability that negatively affects their oral health, their overall health, and their well-being. This report was developed to serve as a resource for key target audiences in lowa including clinicians, advocates, health administrators, nonprofit organizations, researchers, and policy makers to help design and implement solutions.





A Report of Strategic and Actionable Recommendations for Iowa Stakeholders

This report published with support from the <u>Delta Dental of Iowa Foundation</u> assesses the oral health status of veterans living in Iowa using quantitative and qualitative data and noting gaps in available information and resources. It explores:





National Landscape



There are **18 million** veterans in the US. Of those, **9 million** receive healthcare from the VHA. Only **1.8 million** are eligible for dental care from the VHA, with just **582,000** receiving dental care.

Report Objectives

- 1. How do oral health outcomes for veterans living in Iowa differ from nonveterans?
- 2. What factors contribute to poor oral health among veterans in Iowa?
- 3. What **opportunities exist** for improving oral health outcomes for veterans in Iowa?
- 4. What steps should be taken to improve oral health outcomes for veterans in lowa?



Report Elements

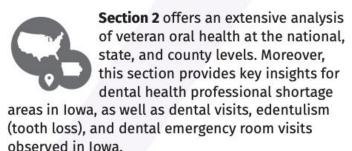


Report Elements



Section 1 provides an overview of the Veterans' Health Administration (VHA) infrastructure, details on healthcare eligibility offered through the Department of Veterans' Affairs (VA),

and descriptions of veteran and active-duty service member healthcare benefits. Additionally, this section provides a comprehensive overview of the lowa veteran population, including information on access and healthcare delivery systems and federal health insurance programs.



Section 3 delivers a comprehensive overview of the impact of chronic inflammatory diseases on the Iowa veteran population. Additionally, it underscores the financial burden these diseases place on State and VA expenditures, as well as out-of-pocket expenses for veterans.



Section 4 highlights trends that emerged from interviews conducted with key Iowa stakeholders regarding the access to, use of, and potential barriers to oral healthcare faced by

Iowa veterans. This section reports a compilation of interviewee responses, supported by direct quotes. Cost, transportation, and oral health literacy were recurrent barriers reported by stakeholders, particularly aging veterans living in rural communities. The interviews also provided valuable insight into effective policy solutions, calling for increased funding of the Iowa Trust Fund and Medicaid expansion.



Section 5 summarizes conclusions of results generated from this report in plain language for each major area of analysis, including cost, overall health, and oral health.



Section 6 provides a detailed list of actionable, evidence-based strategic recommendations for key stakeholders to use to ignite systemic change for lowa veterans.



Report Stakeholders & Target Audiences



Veterans + Caregivers



Policymakers



Clinicians



Associations



Researchers



Insurers

Takeaways and Conclusions



Access and Infrastructure

lowa veterans experience a fragmented care delivery system.

Dental care is available through the VA, FQHCs, private insurance, Medicaid/Medicare, and charitable offerings, but many of these are limited in options. This fragmented care delivery system, like many dental systems in the US, does not drive care integration or reduce cost for patients or providers. While many people are working to make the system easier to navigate and fill the gaps, it remains a systemic issue that requires a systemic solution.

Iowa veterans need financial support and effective policy solutions to overcome systemic barriers to accessing care.

State stakeholders and quantitative data confirm the existence of a financial barrier to accessing care. The Iowa Trust Fund and Medicaid expansion have improved access to and utilization of dental healthcare for Iowa veterans, but limited eligibility criteria keep these policy solutions from reaching all veterans in need.

The oral health workforce in Iowa is strained, compounding access to care for veterans.

While low reimbursement rates and decreases in the oral health workforce are not unique to Iowa or to the veteran population, this systemic issue affects the availability of workforce to address the complication that veterans face in accessing dental care. Stakeholders shared the overarching strain on the entire oral healthcare system in Iowa creates additional challenges in addressing the complex dental needs of veterans. This strain also reduces the capacity for effective patient and provider education.

Rural veterans are among the highest-need population.

Veterans living in rural areas are more likely to be aging, disabled, and experiencing chronic health conditions that exacerbate poor oral health. When these high-risk populations also struggle with accessing transportation, or experiencing financial barriers, these complex care needs worsen. Even among the most experienced navigators, transportation remains a problem that is consistently unsolved.

Takeaways and Conclusions



Oral Health and Well-Being

Many Iowa veterans are experiencing poor oral health outcomes.

Compared to nonveterans, Iowa veterans have a higher disease burden, making care more costly and invasive. Many of these veterans receive medical care through the VA, but not dental care. In these cases, care coordination is less effective given the lack of integrated treatment planning.

Rural veterans experience poorer oral health.

Iowa veterans living in rural areas are more likely to be edentulous and living with a chronic disease condition. In many cases, rural veterans are sicker, live in more poverty, and cannot access transportation to address their healthcare needs. Rural veterans should be among the highest priority when considering policy and programmatic solutions.

Takeaways and Conclusions



Overall Health and the Oral-Systemic Connections

Veterans in Iowa are experiencing higher chronic disease prevalence as a result of military service.

Compared to nonveterans, Iowa veterans have a higher chronic disease burden and poorer physical health outcomes; as with dental care, poor physical health makes care more costly and invasive. As noted above, many of these veterans receive medical care through the VA and dental care from another source In these cases, care coordination can be less effective given the lack of integrated treatment planning.

Rural veterans are experiencing the most profound disparities.

Rural veterans experience higher rates of chronic disease conditions, poor mental health, cancer, and other indicators of physical health. Many of these health indicators are exacerbated by poor oral health, and vice versa. Geographic barriers to accessing care widen these gaps and compound oral health disparities.



The Cost of Poor Oral and Overall Health

Poor oral healthcare is costing Iowa millions of dollars.

Providing oral healthcare to Iowa veterans with diabetes could save an estimated \$55 million, and an estimated \$66 million for Iowa veterans with heart disease. Substantial cost savings and improved oral health outcomes can be actualized through integrated, whole-person healthcare that includes dental care.

Emergency dental visits are increasing in Iowa.

While not specific to veterans, implications for increased emergency department visits and the resulting rising costs can be extended to Iowa veterans, particularly in rural areas. Improving consistent access to dental care for high-risk, high-cost populations like veterans in Iowa reduces expensive emergency room visits and treats the root cause of dental pain.

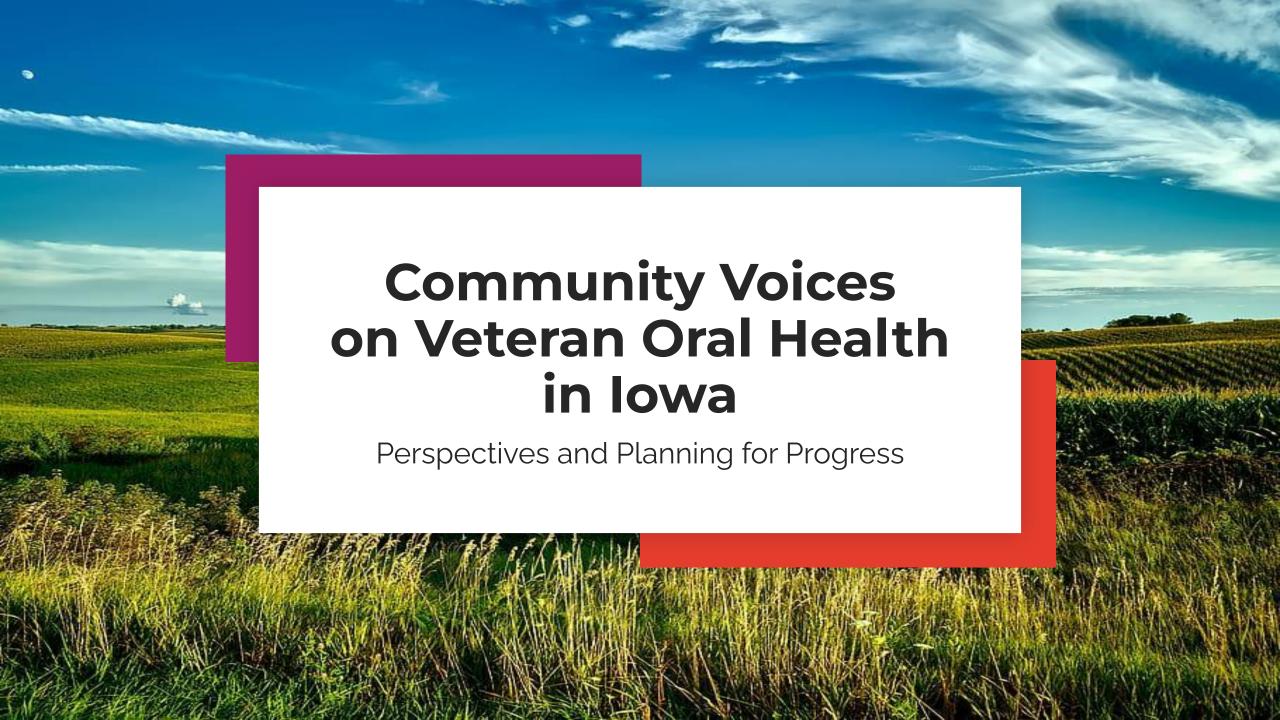
Stakeholder Experiences

In Iowa, what would be great is better policy on transportation. I think that that could really help with access to care. There may be veterans in rural areas that could potentially afford care, say at an FQHC, or maybe there's a dentist 100 miles from them that would be willing to offer a discount because they're a veteran or provide some care at no cost, but they can't get there.

Stakeholder Experiences

But even those veterans that I know that fall into a category of Medicaid, receiving Medicaid, they can't access the services, and it's not just a payment issue. **Medicaid isn't paying a reimbursement** rate that works for a private dental practice that isn't willing to do a lot of donated services. But there just aren't enough dentists to even accept the **Medicaid population.**

In the Chat: When you think of stakeholders for Iowa veterans, who comes to mind?





VETERANS AND I-SMILE SILVER

Carole Ferch, RDH

Scott County Health Department

Amber Cooke, RDH, BSDH

Webster County Health Department

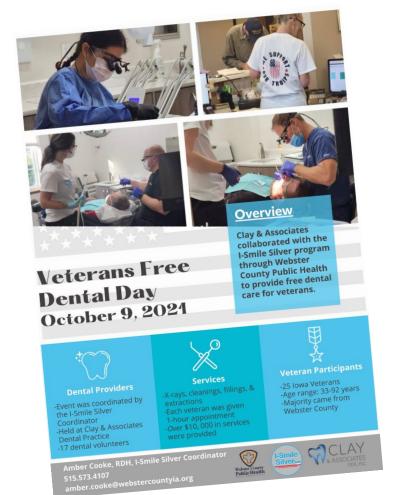
Rachael Patterson-Rahn

Lee County Health Department





Amber Cook, Webster County



Veterans Free Dental Day October 9, 2021

- Dr. Clay & Associates partnered with the I-Smile Silver program at Webster County Health Department to provide a Veterans Free Dental Day.
- Event was coordinated by Amber Cooke, I-Smile Silver program coordinator
- Took place at Dr. Clay & Associates dental practice on October 9th
- 17 dental professionals volunteered their time and expertise (including a dentist from Ames, and a hygienist from Pocahontas)
- Services provided included: x-rays, cleanings, fillings and extractions
- Each veteran was given a 1-hour appointment
- Every veteran was provided a dental treatment plan if more dental care was needed (than what could be provided at appointment time)
- 25 Iowa Veterans participated
- Age range: 33-92 years
- Majority came from Webster County, but did have participants come from: Calhoun, Hamilton, Humboldt, Kossuth, Pocahontas, Pottawattamie and Wright counties
- Over \$10, 000 of dental services provided that day
- Currently, working with Webster County VA Director (Dan Lewandowski) in applying for over \$43,000 through Iowa Veterans Trust Fund for veterans to complete their dental treatment needs. (This number only includes Webster County Vets that participated, but other county VA directors are also working with the I-Smile Silver program to help veteran participants apply for financial assistance to finish their dental treatment plans provided by Dr. Clay & Associates.



Local VA Coffee Morning Presentations Webster and Lee Counties





A few dental screenings were provided for these veterans as well as teledentistry services.



I-Smile presence at first Iowa VEAC 2019.

Veterans Experience Action Center

Community Resources

Veteran Healthcare Resources

419	Enrollment	429
310	Suicide Prevention	417
279	Davenport Clinic	367
255	Comp work / pension	314
246	Womens Health	301
235	VEO	281
205	Audiology	264
203	Post 9/11	248
193	CRRC	234
187	Voluntary Services	224
164	Million Veteran Program	215
164	MyHealthEvet	213
146	Transplant	213
140	TeleHealth	203
130	Physical Therapy	200
127	Veterans Health Information	193
117	Whole Health	189
112	Prostetics	184
110	EEO	176
102	Human Resources	168
	310 279 255 246 235 205 203 193 187 164 164 140 130 127 117	310 Suicide Prevention 279 Davenport Clinic 255 Comp work / pension 246 Womens Health 235 VEO 205 Audiology 203 Post 9/11 193 CRRC 187 Voluntary Services 164 Million Veteran Program 164 MyHealthEvet 146 Transplant 140 TeleHealth 130 Physical Therapy 127 Veterans Health Information 117 Whole Health 112 Prostetics 110 EEO

Success! Vietnam Vets claim benefits



Friday & Saturday July 19 & 20

Action Center

9 a.m. to 3 p.m. St. Ambrose University **Wellness & Recreation Center** 518 W. Locust St., Davenport, IA Enter parking lot off W. Lombard.

Presenting Partner:



Gold Sporsors:

COBHAM





Silver Sporsor:

Brown Soorsors:



Association of the United States Army

For more information, call United Way 2-1-1 or 563-355-9900.

Veterans Experience

services event in the region

This grassroots effort will provide Veterans the means to resolve pending or new concerns by providing a one-stop shop to access in person VA and community resources. It is a collaboration between the Quad Cities Community Veterans Engagement Board (CVEB), U.S. Department of Veterans Affairs, state, county, and local organizations, and the community.

Bring DD-214. Help to obtain one will be available at event.

VA Services:

- · Face-to-face consultations with VEA and VIA · WA claims and appeals assistance, including nev claims & claim development.
- · VA healthcare enrollment
- Spicide Prevention
- Women's Health TeleFeath
- Million Veteran Program
- My Health-E Vet
- Homeless Outreach
- Substance Abuse Program
- Veterars Experience Office
- Caregiver support and home health care · VA Mobile Yet Center/Dog Tags
- VA National Cemetery Administration
- · And more!

Community Resources:

- Robert Young Center for Community Mental Health
- Goodwill of the Heartland
- IL and IA Disabled Veterans Outreach Program
- VALOR/Humility Homes and Services
- Rock Island Amenal
- Prairie State Legal
- Red Cress
- HELP lows Legal Aid
- N CASO/IL CASO
- Vietnam Veterans of America, Chapters 776
- Scott County Health Department, I-Smile**
- Military One Source Financial courseling
- And more!



VEAC 2024





IOWA VETERANS TRUST FUND

or order to qualify for assistance from the rust fund, the applicant must have a sousehold income at or below 200 persons of the federal Poverty Guidelines, Nurther asset guidelines may apply and are identified within the applicable option. All services must be sourced within the spot of the policy of the pol	All services rendered must co- sinely days of completion.
required by the	SCHOOL STREET, SCHOOL ST.
FULL NAME OF VETERAN	THE RESIDENCE AND ADDRESS OF THE PARTY OF TH
SOCIAL SECURITY NUMBER	
DATE OF BIRTH	
STREET ADDRESS	CHL
CITY, STATE, ZIPWOR	TEZEN ? VETERAN
HOME PHONE US OF	TIZEN? I YES OR INO VETE
DO YOU RENT OR DOWN U.S. CO	O DERCHANT MARINE
WIDOW OF A VETERAN? THE YES OR THE	S AIR FORCE COAST GUARD COAST
BRANCH: ARMY AND NAVY LINE	THE OF DISCHARGE
DATES OF SERVICETO_ LENGTH OF IOWA RESIDENCY	PREVIOUS STATE/COUNTY
LENGTH OF IOWA RESIDENCY	THE RESIDENCE OF THE PROPERTY OF THE PARTY O
CURRENT EMPLOYER	(01) (0 x x x x x x x x x x x x x x x x x x
EMPLOYER'S ADDRESS	3
WELLEROLD CONTRIBUTOR DATE	
	DATE OF SIRTH_
FIRE NAME	DATE
FIRE NAME	CELL CELL NO
FIRE NAME	WORK CELL CELL YES OR I NO
FULL NAME	WORK CELL YES OR LINO WIDOW OF A VETERANY LIYES OR LINO
FULL NAME	WORK CELL YES OR LINO WIDOW OF A VETERANY LIYES OR LINO
FULL NAME RELATIONSHIP HOME PHONE U.S. CITIZEN? VES OR INO V	WORK CELL YES OR LINO WIDOW OF A VETERANY LIYES OR LINO
FULL NAME RELATIONSHOP HOME PHONE U.S. CITIZEN? [] YES OR [] NO V CURRENT EMPLOYER EMPLOYER'S ADDRESS	WORK CELL YES OR LINO WIDOW OF A VETERANY LIYES OR LINO
FULL NAME RELATIONSHIP HOME PHONE U.S. CITIZEN? VES OR INO V	WORK CELL YES OR LINO WIDOW OF A VETERANY LIYES OR LINO

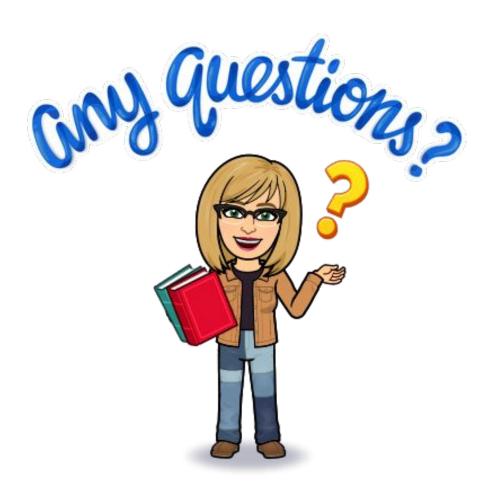
- Must go through County Veterans Service Officer
- Served honorably, 90 days active duty other than training
- 300% of FPL
- Liquid assets less than \$15,000
- Application
 - Two treatment estimates
 - Bank statement
 - DD214
 - Benefits paid letter (service connection disability compensation)



WHAT DOES I-SMILE SILVER DO?

- Care navigation/coordination
 - Educate and find general dentists and specialists who will work with veterans
 - Help the veteran understand the treatment plans particularly if different
 - Ensure all paperwork is completed (DDS and Vet) and submit to the county
 VSO







Carole Ferch

carole.ferch@scottcountyiowa.gov

Find us on: scottcountyiowa.gov/health | Facebook | Twitter | Pinterest | Instagram | Twitter | Pinterest | Instagram | Twitter | Pinterest | Instagram | Twitter | Pinterest | Instagram | Twitter | Pinterest | Instagram | Twitter | <a h



YOUR **HEALTH**. Our priority.



In the Chat: What facilitators and barriers do you see for stakeholder engagement?



Ready for Action? Use this Report!



Veteran Advocacy



Educating Stakeholders



Making Decisions



Seeking Funding

Join Us in Des Moines Soon!

With support from Delta Dental of Iowa Foundation, AIDPH will be hosting an Iowa Veteran Oral Health Summit in Des Moines August 13th, 2024. The summit will serve as a strategic planning session featuring tools, resources, and coalescing action to prepare for next steps.



Design a Path toward Strategic Action for Veterans in Iowa

STRATEGIC RECOMMENDATIONS



- Add veteran status to intake paperwork and ask every patient if they are a veteran. Oral health clinicians, particularly those in private practice, should include questions about veteran status and any chronic disease conditions on intake paperwork. Knowing veteran status and risk factors (such as chronic disease conditions) up front sets clinicians up for a whole-person care experience. Asking the right questions, then using the information during a veteran's clinical visit, may lead to more accurate diagnoses and more effective, culturally responsive treatment plans. The right information can also help in coordinating care with other healthcare providers treating the patient for other conditions.
- Train yourself and your colleagues on the unique needs of veterans. Oral health clinicians in lowa need to understand the importance of personalized care plans. Veterans often have unique healthcare needs, including those related to oral health, that stem from their service experience. Oral health clinicians should be trained to recognize these unique needs and adapt their care plans accordingly. This not only improves the quality of care but also builds trust between veterans and their healthcare providers.
- Invest in the Community Health Center infrastructure as a critical access point for veterans. In Iowa, there are 14 federally qualified health centers positioned to provide integrated care, including dental care, to veterans. These FQHCs need to be adequately funded and staffed to meet the needs of all Iowans, but veterans in particular given the lack of VA clinics that provide dental services. Expanding and strengthening this clinical infrastructure in rural areas is urgently needed given the intersecting barriers of transportation, financial need, and poorer oral
- Require training in veteran oral health through continuing education and professional development. Make continuing education courses on veteran-specific oral health issues either a requirement or a strong suggestion for oral health clinicians in Iowa. Continuing education can equip oral health clinicians with the latest knowledge and best practices for treating veterans. Whether mandated or strongly recommended, these courses should cover the unique oral health challenges faced by veterans, such as higher rates of edentulism and chronic diseases, improving the standard of care provided.

Statewide Summit Agenda

Iowa Summit on Veteran Oral Health: August 13, 2024



REGISTER

Are you invested in improving the oral health and well-being of lowa veterans?

Join us August 13, 2024 in Des Moines,
Iowa, for the Iowa Summit on Veteran Oral

Health! This strategic planning session is designed to translate in-depth research into executable strategies and collective action for Iowa stakeholders to implement change in their community.

- The summit will be held in-person in central Des Moines at the C3 Center
- Complimentary lunch is included with registration
- There is no cost to participate in this summit

DRAFT AGENDA

We will meet from 10:00 am to 3:00 pm CT and the schedule of events includes:

- Coffee and welcome
- lowa report overview and strategic recommendations
- Prioritizing recommendations and identifying most actionable strategies
- Lunch
- Designing a pathway to action
- · Populating the roadmap
- · Closing and next steps

Who Should Attend?

Individuals and groups invested in veteran oral health, including:

- Oral health professionals
- Oral health clinicians
- Veteran service organizations
- · Healthcare policymakers
- Community and nonprofit leaders
- Associations and nonprofits
- Oral health researchers
- · Public health professionals
- Dental public health professionals

Register Now!



Our Goals

- Catalyze commitment among participants to initiate both immediate and long-term improvements in veteran oral health.
- Utilize a highly interactive format to involve all attendees in shared decision-making and shaping robust and achievable state goals.
- Formulate both tactical and strategic solutions that address current needs and anticipate future challenges.
- Provide attendees with the necessary tools and connections to identify funding and resources needed to implement strategic plans to improve veteran oral health in Iowa.

You Co-Create the Agenda

Where are we now?

Where do we want to be?

How do we get there?

OUR PATH TO ACTION

Close & Next Steps

- Evaluations are really important—we'll use them to inform the summit agenda + areas of activation.
- CEUs are available—the survey will show up immediately in your browser at the end of this session.
- Please fill out the register for the summit so we see you in Des Moines!
- We'll add the recording of this session + a summary on the Iowa VOH page via the AIDPH website.
- Keep an eye out for our priorities survey!

