



FQHC Best Practices/Program Background and History

**Survey Purpose:**

**The purpose of this survey is to collect information regarding emerging, promising, and best practice programs related to veteran oral health in community health centers around the country. Survey questions will assess program background and history, strategies to improve veteran oral health, per capita cost of delivery of oral health care for veterans, as well as approaches to enhance the care experience of veterans, and care delivery by the healthcare team. The results from this survey will be reviewed by a workgroup of experts identified by NNOHA and AIDPH to create a developing practices resource guide for dissemination amongst community health centers. This project is funded through NNOHA's HRSA National Training and Technical Assistance Partnership.**

**Survey Instructions:**

**Who should fill it out? Individuals in leadership positions within their organizations, this includes, but is not limited to a dental director / chief dental officer, medical director / chief medical officer, office manger, or outreach coordinator.**

**One submission per organization.**

**Please complete each question to the best of your abilities. If you are unable to answer a question, please state 'unknown', N/A, or leave blank.**

\* 1. Provide the name of person completing the emerging, promising, or best practice form.

\* 2. Provide the email contact of person completing the emerging, promising, or best practice form.

\* 3. What is the name your of emerging, promising, or best practice program?

4. If applicable: What is the name the parent program or organization associated with the best practice program? (e.g. Veteran Smiles is associated with XYZ Health Center)

\* 5. Please provide a brief description of your emerging, promising, or best practice / program.

\* 6. Where is your organization located? Please provide the city and state

7. Please provide your organization website and/or social media address.

\* 8. Can we include your contact information in our emerging, promising, or best practice / program publication?

Yes

No

\* 9. What year was the emerging, promising, or best practice/program initiated or founded?

10. Describe the mission, vision, and scope of your veteran oral health program

\* 11. Which aspect(s) of veteran oral health are you targeting? (Select all that apply)

Patient recruitment, access navigation, personalized communication, and front office excellence

Clinical care delivery (direct patient contact)

Patient and community engagement and involvement

Other (please specify)

\* 12. What revenue sources are currently used to maintain regular day-to-day operations of the emerging, promising, or best practice program? (Select all that apply)

- Independent donations
- Grant funding from non-profit (501 c 3) organizations
- Grant funding from corporate giving, venture philanthropy, or 501 c 4 organizations
- Federal grant monies
- State government or agency grant monies
- Patient payments for care services
- Donated clinical provider time and supplies for dental care services
- Medicaid or Medicaid reimbursement for services provided
- Long-term endowment
- Other (please specify)

\* 13. Approximately, how many veterans are served in this program annually?

\* 14. Considering the last 12 months, the emerging, promising, or best practice program has:

- Expand in size or scope
- Maintain its current size or scope
- Decrease its current size or scope

\* 15. Considering the next 12 months, the emerging, promising, or best practice program is expected to:

- Expand in size or scope
- Maintain its current size or scope
- Decrease its current size or scope

16. Please provide website addresses or links to any research, publications, or presentations that include your emerging, promising, or best practice/program.

\* 17. Please select which of the following people or entities work within the emerging, promising, or best practice / program. (Only select those that apply and categorize as directly or indirectly utilized)

	Indirectly	Directly
Dentists	<input type="checkbox"/>	<input type="checkbox"/>
Dental hygienists	<input type="checkbox"/>	<input type="checkbox"/>
Dental assistants	<input type="checkbox"/>	<input type="checkbox"/>
Front office personnel	<input type="checkbox"/>	<input type="checkbox"/>
Billing and finance	<input type="checkbox"/>	<input type="checkbox"/>
Primary care providers	<input type="checkbox"/>	<input type="checkbox"/>
Community health worker	<input type="checkbox"/>	<input type="checkbox"/>
Behavioral health provider	<input type="checkbox"/>	<input type="checkbox"/>
Community support organizations	<input type="checkbox"/>	<input type="checkbox"/>
Veteran support organizations	<input type="checkbox"/>	<input type="checkbox"/>
Medical specialists	<input type="checkbox"/>	<input type="checkbox"/>
Executive / Admin personnel	<input type="checkbox"/>	<input type="checkbox"/>

\* 18. Please describe the measures or types of measurement employed to evaluate the emerging, promising, or best practice/ program:

\* 19. What were the main activities carried out as part of this emerging, promising, or best practice / program?

\* 20. Was an assessment or analysis of emerging, promising, or best practice / program completed?

Yes

No



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21. Please provide a rough summary of the findings.



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\* 22. Did this emerging, promising, or best practice / program improve or decrease the wait time of veterans to receive dental care services?

Yes

No



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23. How much wait time was decreased? Add any additional context that may be important.

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\* 24. How did the results of the emerging, promising, or best practice / program benefit the veteran population?

\* 25. Please select all that apply to the emerging, promising, or best practice / program

- Produces cost savings by improving the efficiency of care delivery or care navigation
- Produces cost savings by decreasing medical, dental, or behavioral health costs
- Relies on donated services and supplies
- Provides cost savings through donated supplies or group purchasing organizations
- Relies on reimbursement for care delivery services
- None of the above apply to the best practice / program
- Other (please specify)

\* 26. How do you financially sustain your program?

27. If sustainability is a concern, share why:

28. Does the emerging, promising, or best practice / program utilize trauma informed approaches to care?

- Yes
- No





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29. Why are trauma-informed approaches **not** used in your program?



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30. Which trauma-informed approaches are used in your program?

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\* 31. Can you provide satisfaction reports or survey results **on your clinical care team** for your veteran emerging, promising, or best practice / program?

No

If yes - please provide satisfaction rates or a description of how the emerging, promising, or best practice / program is reviewed by staff:

\* 32. Can you provide satisfaction reports or survey results **from veterans** for your veteran emerging, promising, or best practice / program?

No

If yes - please provide satisfaction rates or a description of how the emerging, promising, or best practice / program is reviewed by veterans:

\* 33. Does this program offer training or resources to clinical care team members for implementing veteran-oriented care strategies?

No

If yes, please briefly describe the training process or resources

\* 34. Describe how your clinical care team communicates internally for intraprofessional collaboration and externally for interprofessional collaboration.

\* 35. Does this emerging, promising, or best practice / program reduce the amount of time a provider or care team member would have to provide to the patient?

- Yes
- No
- Not applicable

36. Is there anything else you would like us to know?

37. Please upload any resources or reports that supports your program (e.g. satisfaction reports, impact reports, articles, etc.)

No file chosen

38. Would you like to be entered in a random drawing for a \$50 Amazon Gift Card?  
*The gift card is not funded through NNOHA's HRSA NTTAP funding.*

- No
- Yes - please provide the email address for the point of contact