



TeleDentistry for Residential Aged Care Facilities in DDHHS

Improving Oral Health Care in RACF via live streaming Telehealth



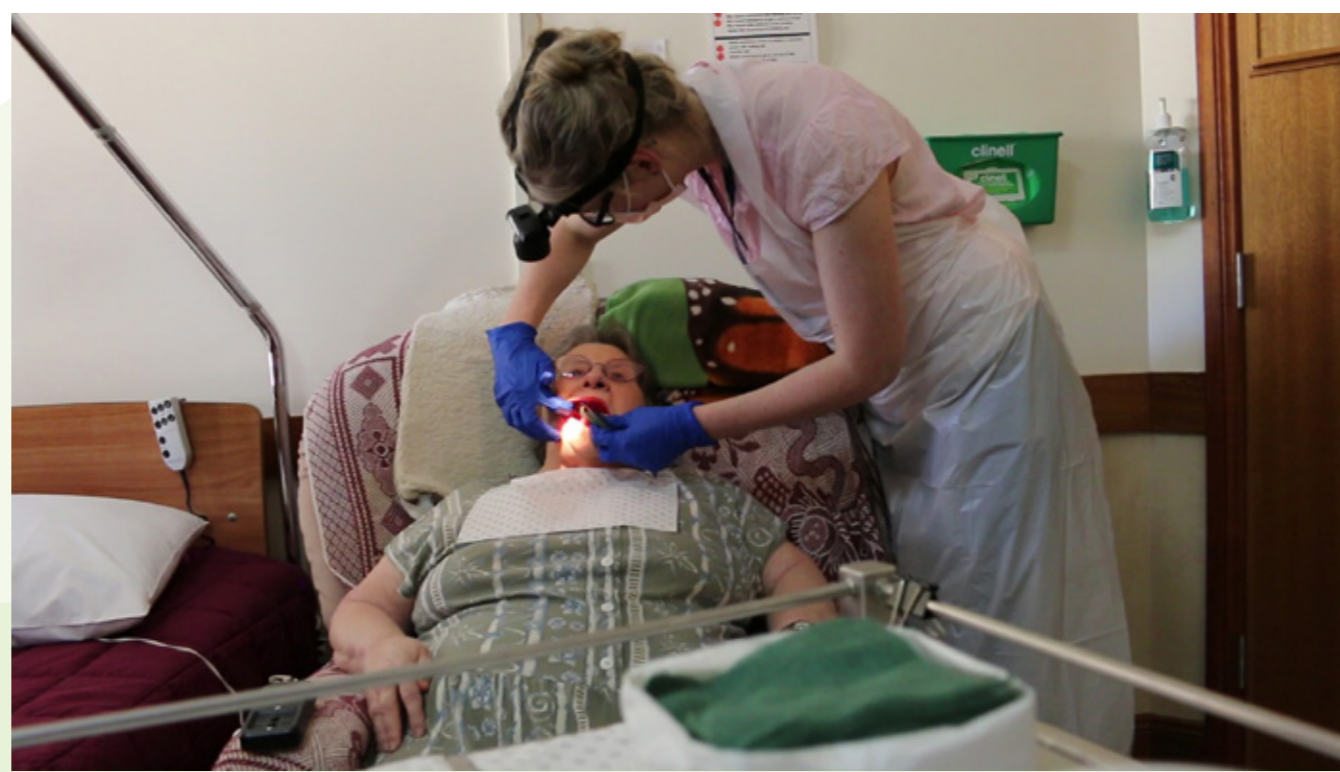
Authors: Lisa Deeth, (A/Telehealth Project Officer), Carolyn Bourke (CNC Telehealth), Shayne Stenhouse, (Telehealth Business Coordinator), Debra McKenzie (Senior Oral Health Therapist)

Purpose

Meet Aust Aged Care Quality Accreditation Standard 2.15 Oral and dental care.
 Care recipient's oral and dental health is maintained.
 Previously: Residents were brought to the Oral Health Clinic for any complaints. These appointments were resident, relative or nurse generated.
 This care involved much coordination with the Aged Care facility, Qld Ambulance Service and Oral Health Clinic.
 Sometimes a resident would arrive without a nurse or family member and were "left" unattended at the clinic. This was a problem for the resident and dental staff as nursing care may have been required while waiting. A standard check up could take the resident 4-8 hours away from home (RACF).
 Last visit by the Oral Health Clinic to this facility was 3.5 years ago.



Mt Lofty Heights Nursing Home is situated in North Toowoomba with 39 permanent residents and 1 respite bed. All beds are secure and the RACF includes a 20 bed dementia unit.



Process

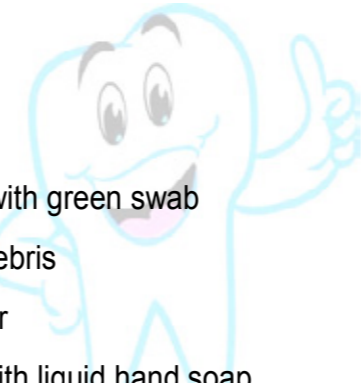
- Consent form completed
- Chart audit completed to review Oral Health Care Plan
- Initial Oral Health assessment performed
- Updated Oral Health Care Plan
- Staff Education
- Visual prompt created to be placed in bathroom for staff

Dental Care Plan



Mary Smith

- Swab natural teeth and mouth 2 x daily with green swab to remove any plaque or food debris
- Fill hand basin with water
- Brush denture/s using a soft bristled brush with liquid hand soap and water over the hand basin 2 x daily
- Leave denture/s out at night
- Weekly soak in sterident



Residents are supported by the Registered Nurse who has been appointed as the Oral Health champion on day of appointment.
 If issues identified outside Oral Health Therapist scope, resident is referred to Dentist.
 An appointment is scheduled for live streaming dental review and appropriate treatment is given locally, or Dentist may request in person consult.

Issues

- RESIDENT**
- Transportation to Oral Health Clinic
 - Costs associated with transport, staffing and family time
 - Complex medical issues
 - Disruption to daily routine
 - Oral health reviews
- RACF STAFF**
- Education required for RACF staff to carry out Oral Health Care Plan (OHCP)
- ORAL HEALTH CLINIC**
- Staff not skilled to attend to individual residents requirements
 - Resident may be uncooperative due to unfamiliar environment and people

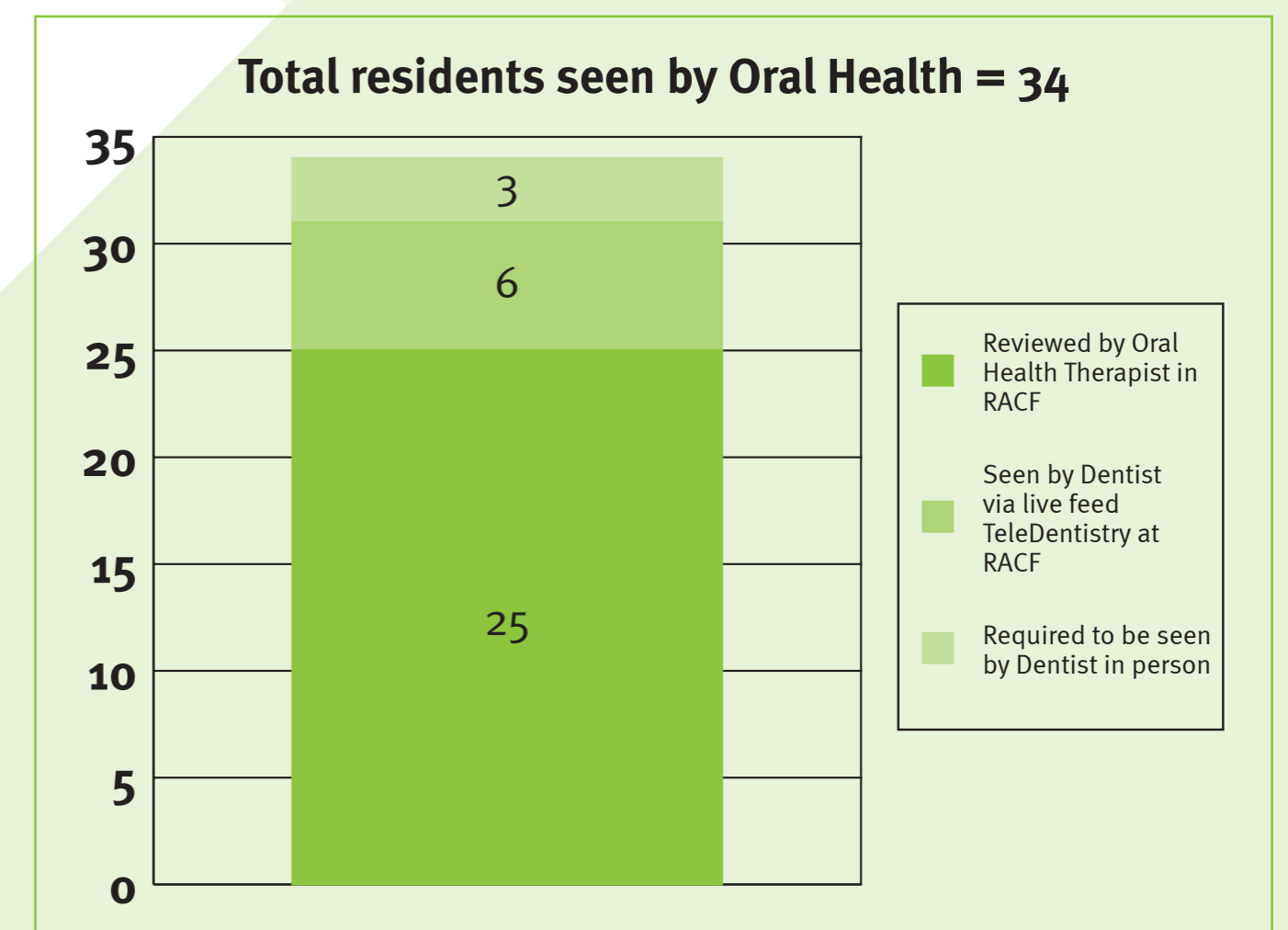
Future

- Expanding service to other RACF in DDHHS and beyond
- Management of individual dental emergencies
- Oral Health online education for staff

Outcomes

- Increased awareness of residents oral health needs and oral health requirements
- Initial cost savings – nurse escort time min x 4 hours
- Residential savings – minimum disruption to residents routine; familiar environment; patient comfort maintained
- More efficient use of Dentist time
- At the time of the study 34 residents consented to be treated
 - » 25 exams were performed and required no further treatment
 - » 6 were required to be reviewed via live feed TeleDentistry
 - » Of these 6, only 3 were required to be transferred to Oral Health Clinic for further treatment

The study was conducted Dec 2014 – Feb 2015.



Darling Downs Hospital and Health Service

