



Arcora Foundation 2019 Community Report



Our Mission and Vision

Combining arc and oral, Arcora reflects our mission: **to bend the arc of oral health toward equity.** Our vision is that all people enjoy good oral and overall health with no one left behind.



ARCORA
The Foundation of Delta Dental of Washington



A Message From the CEO

In a December meeting with several community-based organizations, I was invited to spotlight what's working well and where there are disparities in oral health for people in King County and our state.

After speaking briefly about the issues and describing Arcora Foundation's health equity focus, I asked folks to share their oral health experiences. In poignant responses, people spoke about tragedies they witness daily. One older woman observed, "People are in pain and can barely eat... they don't even smile." A doctor told us, "I see patients every day who can't receive medical treatment because of infections in their mouths."

A young woman offered, "It's good this work you're doing, but what more could you do?" She posed a vital, thought-provoking question. What more *can* we do—as a state, a community, an organization, and as individuals—to improve oral health, and thus overall health?

Grappling with complex, daily realities—the world as it is—Arcora Foundation works to prevent oral disease and increase access to dental care. And, we appreciate the dedication of many dental providers and partners who also are committed to these goals. In addition, we strive to build a world as it should be. As an advocate and funder, we aim to foster significant change leading to 100 percent access and zero disparities.

I'm eager to explore what more *we can all do together* to improve health. Join us, and let's shape the future of oral health—as it should be.

-Diane Oakes *President & CEO, Arcora Foundation*

Focus Areas

Transformation

Transforming health systems to ensure a healthy mouth is part of whole-person care delivered in clinical and community settings

Access

Ensuring people in underserved communities get dental care at the right time and place

Prevention

Working with individuals and communities on upstream approaches to make it easier for people to avoid oral diseases

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DentistLink

A Year of Tremendous Growth

DentistLink, our free online tool, referred more than 15,500 people to dental care in 2018, compared to 1,500 in 2017. The tool is available to anyone who needs help finding a dentist. DentistLink now has a database of 1,500 dental providers in Washington and the number is increasing daily.

Half of the patients who access DentistLink do so on their own. On the DentistLink website, they enter some basic information, and immediately receive contact information for up to six dentists in their area who accept their insurance, including Apple Health (Medicaid). The remaining patients who need additional assistance are connected to dentists with the help of a Referral Specialist, which results in high satisfaction for both patients and providers.

“**DentistLink is a lifesaver. Without you I would probably never have seen a dentist. I’m so very grateful. You seriously saved my life.**”

RANDALL
COLBERT, WA

We expect this year to be another growth year as DentistLink features continue to improve. We aim to connect 120,000 patients to dental care in 2019. Our goal is to make scheduling an appointment easy and convenient for both patients and providers.

Highlights of Our 2018 Work to Achieve Health Equity



15,500

patients referred to dental care through DentistLink.



141,000

lower-income children under age 6 connected to dental care through ABCD (2017 data).



7,250

additional dental visits created in underserved communities through grants.



1,700

children and pregnant women in underserved communities provided care on the SmileMobile.



400

dental professionals trained to care for older adults, pregnant women and people with diabetes.



176

medical providers trained to do oral health screenings and apply fluoride varnish.



251,000

families with young children provided oral health education materials.

Innovations to Improve Oral Health

To address health equity, Arcora Foundation provides funding for innovative approaches to transform oral health care delivery and for capital projects that increase access for underserved populations.

In 2018 the following projects received funding:

Jefferson Healthcare Rural Health Clinic in Port Townsend

\$250,000 to help construct the state's first Rural Health Center dental clinic, which will serve up to 7,250 new dental patients annually. The dental clinic will be the first in Jefferson County to regularly accept adult Medicaid patients.

Columbia Basin College in Richland

\$100,000 to upgrade and expand Columbia Basin College's dental hygiene clinic.

North Olympic Health Network in Port Angeles

\$75,000 to support the development of North Olympic Health Network's first dental clinic in a community with little dental access for adults.

Four Local Impact Networks

\$700,000 to support strategies that address health equity, including school-based sealant programs, community-based care coordination, a teledentistry pilot, improved opioid prescription practices, and community education. This funding also supports an evaluation plan for each Network.

SmileMobile

Traveling Statewide to Provide Care

In 2018, the SmileMobile partnered with dozens of organizations and school districts to bring oral health services to children, youth, and pregnant women in underserved communities.

The mobile dental clinic traveled to more than 30 locations last year and participated in numerous community events for those in need. We are grateful for volunteer dentists and hygienists who help make this work possible. Focusing on prevention and oral health education, the SmileMobile helps improve oral health for at-risk populations. A key priority is to connect families to dental resources in their community via DentistLink.

“ We all know there are kids who often go to bed cold and hungry. However, we forget many have fairly severe dental needs as well. Nobody does well when their teeth hurt. We rely heavily on the SmileMobile to help our students do their best at school. Thank you so much!”

DON LEE

PRINCIPAL, GRANTHAM ELEMENTARY SCHOOL - CLARKSTON

If you would like to volunteer on the SmileMobile, contact Karri Amundson at KAmundson@ArcoraFoundation.org



Local Impact Networks: Working Within Communities to Achieve Health Equity

Arcora Foundation believes that meaningful change occurs at the community level, through the work and collaboration of local stakeholders. That's why we have launched four Local Impact Networks. Two of the Networks are in collaboration with Accountable Communities of Health: Olympic Community of Health (Kitsap, Clallam, and Jefferson), and North Sound (Snohomish, Skagit, Whatcom, Island, and San Juan). The other two are in Spokane County (Smile Spokane) and Thurston County.

“ The funding and leadership of Arcora Foundation and Smile Spokane have led to a revolutionary approach to providing dental sealants for children.”

CHUCK TEEGARDEN
EXEC. DIRECTOR OF COMMUNITIES IN SCHOOLS SPOKANE

Community-driven approaches make measurable improvements in access to care.

These Networks link together local organizations in a joint effort to improve oral health. The Networks leverage local resources and expertise to reduce barriers to dental care and increase disease prevention. Arcora Foundation provides grants, technical assistance, advocacy, and other support to build community engagement. Network participants prioritize projects and guide funding decisions. Networks also engage clinical experts (primarily dentists), policy advisers, and local funders to scale best practices and develop sustainable approaches to improve health outcomes.

If you are interested in getting involved with a Network in your community, email **Maureen Finneran** at MFinneran@ArcoraFoundation.org

Access to Baby & Child Dentistry Celebrating 20 Years of Success

Washington's nationally acclaimed Access to Baby and Child Dentistry program—grown through the long-time support and leadership of Arcora Foundation in collaboration with the University of Washington, dental providers, the Washington State Health Care Authority, Washington State Dental Association, and Washington Department of Health WIC Program—celebrates two decades of successfully linking Washington's lower-income children with dental care.

While less than one-fifth of children under 6 were receiving dental care in the late 1990s, more than half (54%) are getting care today. Washington is a long-standing national leader in this important work. Arcora Foundation helped establish local programs statewide to connect families with more than 2,000 ABCD-trained dentists. The work of local dentists and partners improves the health of communities across the state.



Visit ArcoraFoundation.org to learn more about our work, the status of oral health in Washington, and how we can partner.

Nonprofit Delta Dental of Washington, the state's largest dental benefits company, funds our work. We share a vision: All people can enjoy good oral and overall health, with no one left behind.



Oral Health Connections: Improving the Health of Vulnerable Populations

Oral Health Connections is our new, integrated medical-dental system of care to improve the health of pregnant women and people with diabetes insured by Medicaid. It focuses on pregnant women because poor oral health is associated with preterm labor and low birthweight babies, and mothers can pass cavity-causing germs to their babies. People with diabetes are included because oral infections can make it more difficult to control blood sugar, which can increase the need for hospitalizations.

Oral Health Connections (OHC) is a three-year pilot program offered in partnership with the Washington State Health Care Authority. Based on the successful Access to Baby and Child Dentistry Program (ABCD), OHC will initially be available in Cowlitz, Spokane and Thurston Counties. More than 120 dental providers have been trained and certified and will receive enhanced reimbursements from Medicaid for caring for OHC patients.

We hope to bring this new integrated approach to all pregnant women and people with diabetes in our state. Preventing disease among at-risk patients improves health and saves money.

Expanding Access to Care For Native Americans

Arcora Foundation continues to partner with Tribes and Native organizations to improve the oral health of Washington's Native people. In 2018, we supported Northwest tribes to expand their dental teams to include Dental Health Aide Therapists (DHATs). The goal is to expand access to culturally appropriate dental care and promote disease prevention in Native communities.

These efforts include sponsoring Angela Johnson to attend the Alaska DHAT training program. Angela, a Nooksack tribal member with ties to Lummi and Tsawwassen, will graduate from the program this spring and join the Lummi Nation's dental team. Angela said, "My family grew up poor, so I understand what this program can mean not only for me and my daughters but for my community and all Tribal communities."

Arcora Foundation also provided funding to the Lummi Tribe to expand the Lummi Nation School's dental program, where children will receive both preventive dental care and treatment from Angela and other members of the dental team.

