

# How COVID-19 is Impacting Dental Care Delivery in Public Health Settings

July 28, 2020



*Moderator*

**Marko Vujicic**

Chief Economist & VP  
ADA Health Policy Institute



*Presenter*

**Chelsea Fosse**

Senior Health Policy Analyst  
ADA Health Policy Institute



*Panelists*

**Sam Wakim**

Chief Dental Officer  
Zufall Health Center



**Elizabeth Vi Simpson**

General Dentist  
Meridian Health Services



*Webinar Administrator*

**Adriana Menezes**

Director, Operations  
ADA Health Policy Institute



*Webinar Administrator*

**Sylvia Zeno**

Manager, Administrative Services  
ADA Health Policy Institute

# HPI Economic Impact of COVID-19 Tracking Poll

- Bi-weekly poll.
- Core measures: Status of your practice, volume of patients and collections, PPE supply.
- “Question(s) of the Week”.
- Response rate around 50%. It has dropped in recent waves but our analysis indicates this is not a source of bias (e.g. it is not the case that busier dentists are less likely to respond).
- Representative sample of dentists in private practice.
- Reports and interactive dashboard available at [www.ada.org/hpi](http://www.ada.org/hpi)

Wave	Responses
Week of March 23	19,154
Week of April 6	6,109
Week of April 20	6,614
Week of May 4	6,774
Week of May 18	6,504
Week of June 1	5,675
Week of June 15	4,808
Week of June 29	4,371
Week of July 13	4,388

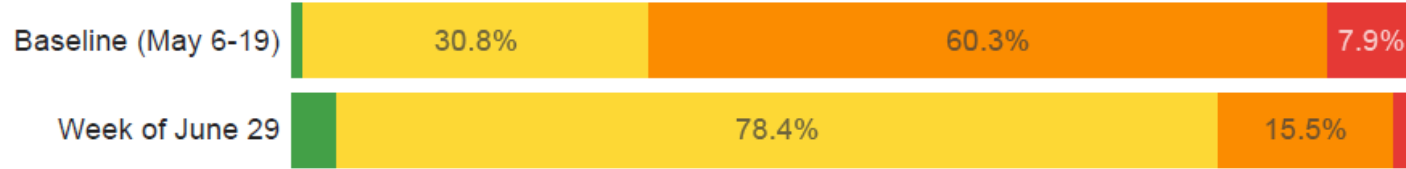
# HPI Economic Impact of COVID-19 Tracking Poll

- Two waves of data collection from dentists in public health settings:
  - May 6-19
  - Week of June 29
- Core measures: Status of your clinic/center, volume of patients and collections, employment status of dentists, PPE supply.
- “Question(s) of the Week”.
- Response rate 46% in most recent wave.

Wave	Responses
Baseline (May 6-19)	696
Week of June 29	148

# Core Questions: Practice Status

What is the current status of your clinic/health center's dental program?

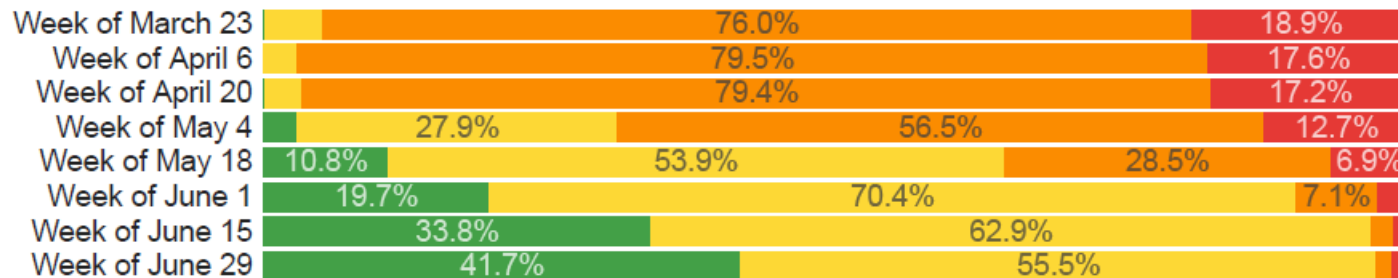


- Open and business as usual
- Open but lower patient volume than usual
- Closed but seeing emergency patients only
- Closed and not seeing any patients

*Dentists in public health settings*

*Insight: During the week of June 29<sup>th</sup> a lower proportion of dentists in public health settings reported “business as usual” compared to those in private practice.*

What is the current status of your dental practice?

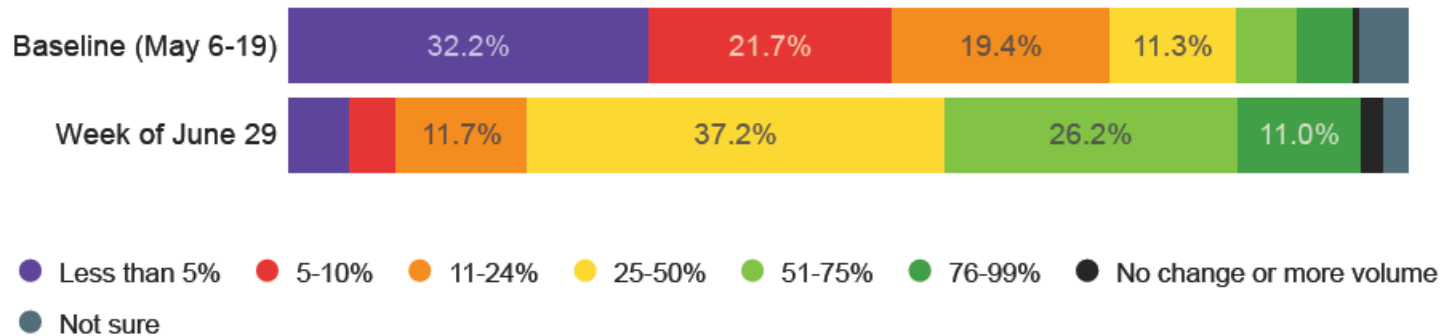


*Dentists in private practice*

# Core Questions: Patient Volume

How does this week compare to what is typical in your clinic/health center's dental program, in terms of... \*

Total patient volume?

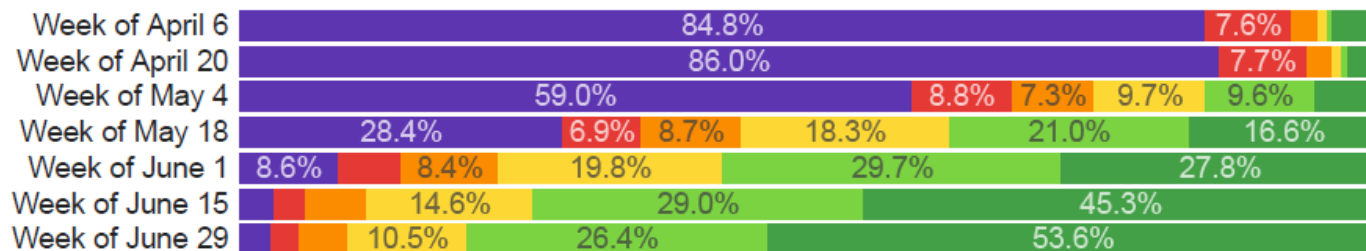


*Dentists in public health settings*

*Insights: Recovery of patient volume in public health settings is occurring more slowly than in private practices.*

How does this week compare to what is typical in your practice, in terms of... \*

Total Patient Volume



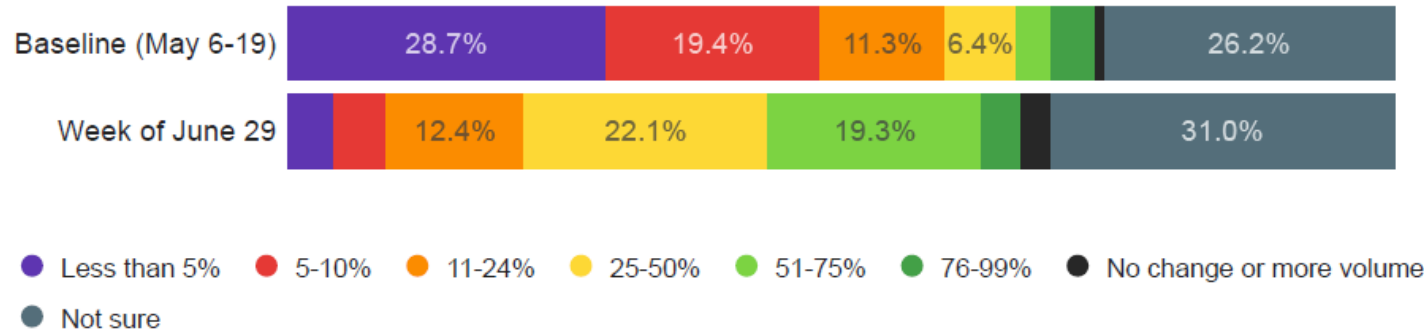
*Dentists in private practice*

*Private practices saw a larger decline in patient volume during the period of postponing elective care, which has leveled off around 70% of pre-COVID-19 levels.*

# Core Questions: Collections

How does this week compare to what is typical in your clinic/health center's dental program, in terms of... \*

Volume of total collections?



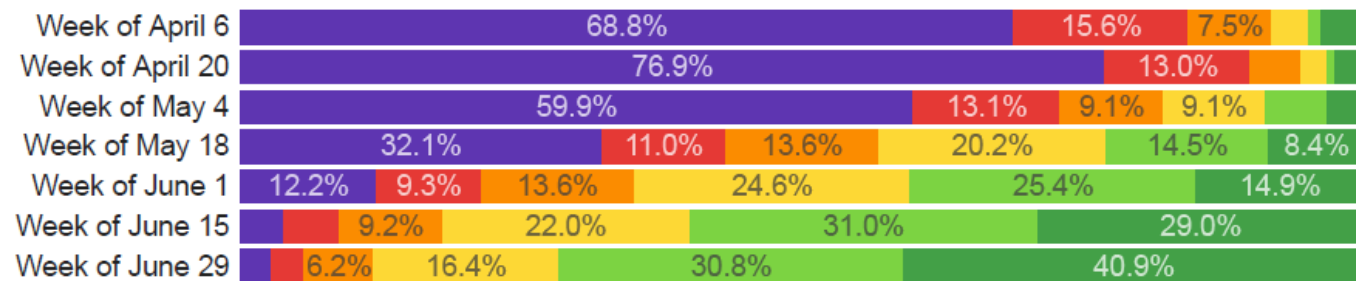
*Dentists in public health settings*

*Insights: Public health settings did not experience as drastic a decline in collections as private practices.*

*The volume of collections continues to increase in both public health settings and private practice.*

How does this week compare to what is typical in your practice, in terms of... \*

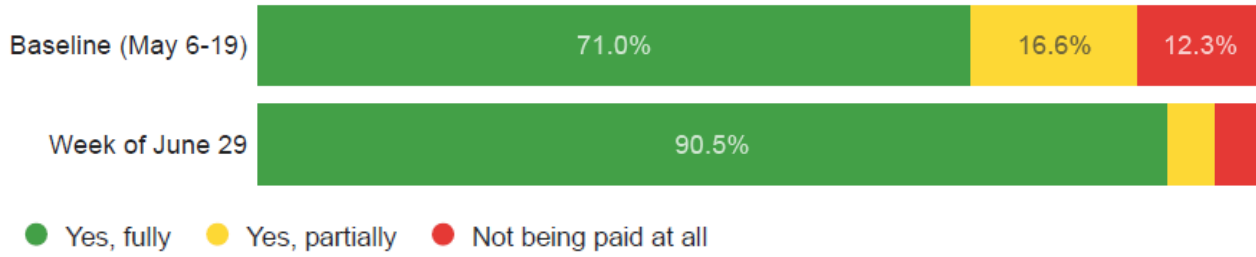
Volume of Total Collections



*Dentists in private practice*

# Core Questions: Provider Salary/Payment

Is your clinic/health center's dental program paying you your salary this week?

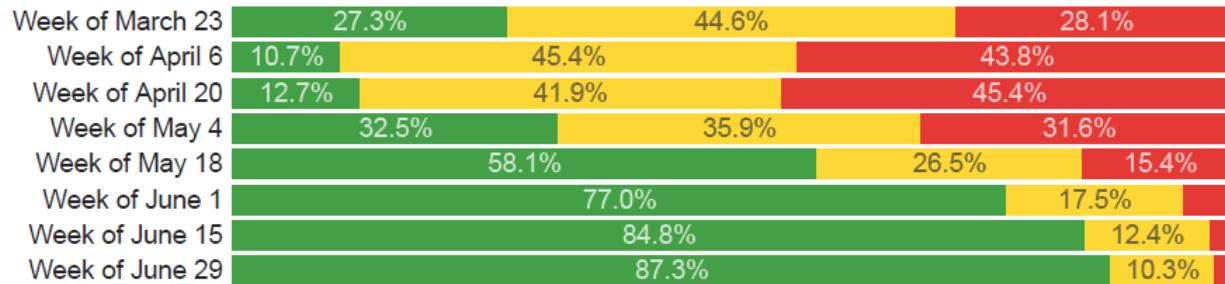


*Dentists in public health settings*

*Insights: Most dentists in public health settings have been paid throughout the pandemic.*

Is your dental practice paying staff this week?

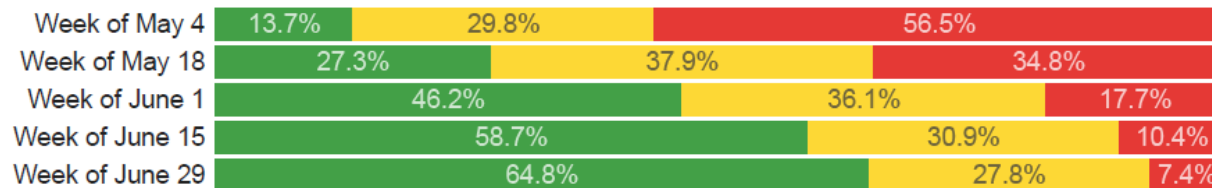
ALL RESPONDENTS



*Dentists in private practice – all*

*Roughly 90% of employee dentists in public health settings are being paid fully, as opposed to about two-thirds of employee dentists in private practice.*

[If non-owner dentist] Are YOU being paid this week?

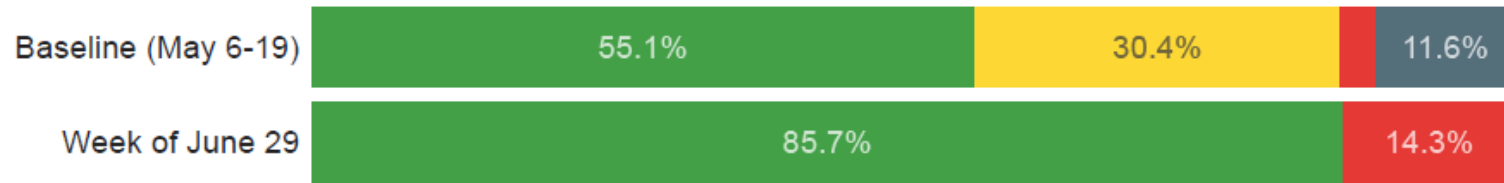


*Dentists in private practice – non-owner*



# Core Questions: Provider Unemployment Benefits

**[If not being paid at all] Are you currently receiving unemployment benefits?**

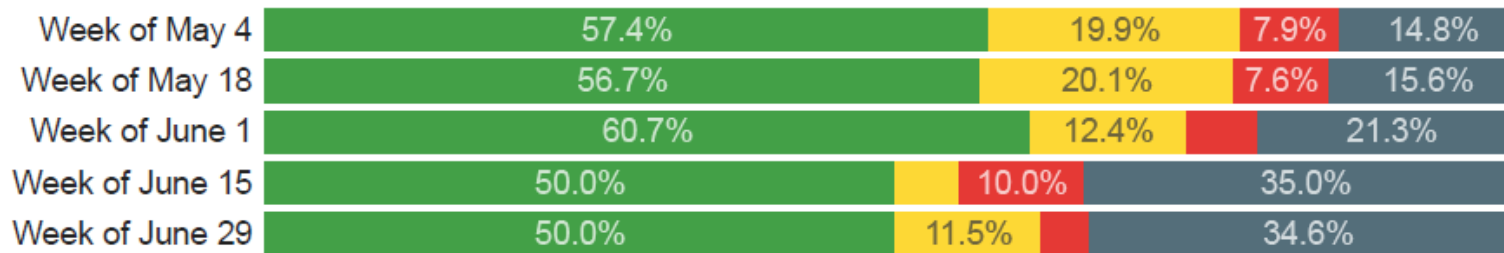


*Dentists in public health settings*

- Yes
- I've applied, but have not received any benefits yet
- No, my application was not approved
- No, I have not applied

*Insight: Among dentists not being paid the week of June 29<sup>th</sup>, a greater proportion of those in public health settings were receiving unemployment benefits compared to employee dentists in private practice.*

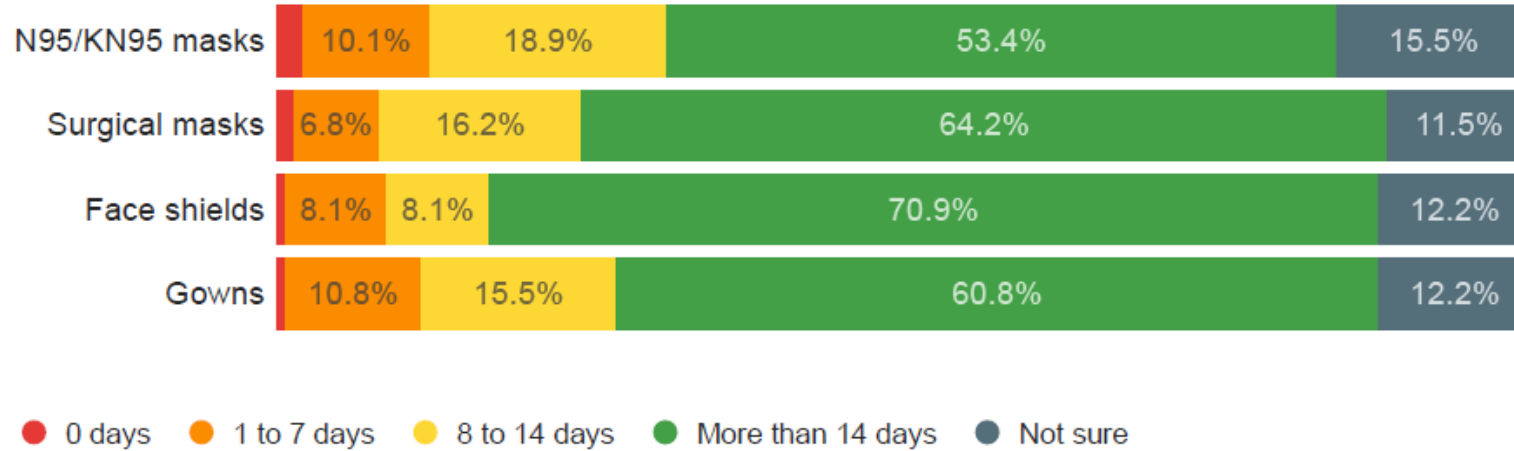
**[If Not Being Paid at All] Are you currently receiving unemployment benefits?**



*Dentists in private practice – non-owner*

# Core Questions: PPE

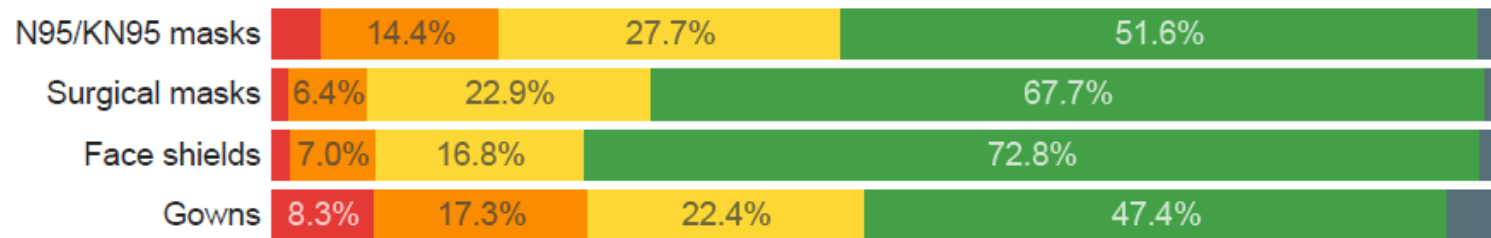
How many days' worth of the following PPE does your clinic/health center's dental program have at this time?



*Dentists in public health settings*

*Insight: PPE supply is similar in public health settings and private practices.*

How many days' worth of the following PPE does your practice have at this time? (week of June 29)



*Dentists in private practice*

# Questions of the Week: Hours Open

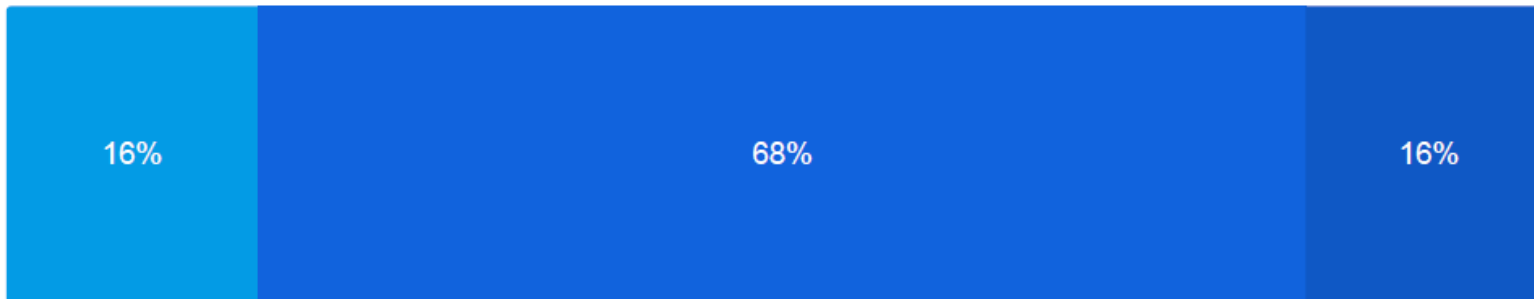
As a result of the COVID-19 pandemic, how has the number of hours per week your clinic/health center's dental program is open changed?



*Dentists in public health settings*

- The dental program is open fewer hours than before. [29%]
- The dental program is open about the same number of hours as before. [70%]
- The dental program is open more hours than before. [2%]

As a result of the COVID-19 pandemic, how has the number of hours per week your practice is open changed?



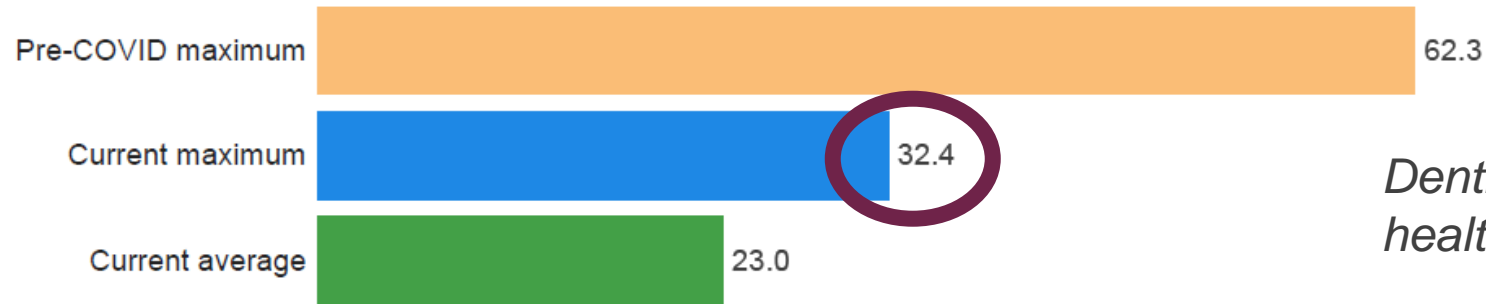
*Dentists in private practice*

*Insights: Most dental practices and clinics have not changed their hours of operation in response to COVID-19.*

*Dentists in public health settings are less likely to be working more hours than before, and more likely to be working fewer hours than before compared to those in private practice.*

# Questions of the Week: Patients Per Day

## Number of patients seen in practice per day



*Dentists in public health settings*

## Number of patients seen in practice per day - All Respondents



*Dentists in private practice*

*Insights: Maximum patient capacity has dropped by nearly 50% in public health settings and by one-third in private practice.*

*The current maximum number of patients seen on a daily basis remains higher in public health settings than private practice.*

# Questions of the Week: Mobile Programs

Have any of your clinic/health center's mobile-based oral health services been re-initiated?



● Yes [7%] ● No [47%] ● My clinic/health center does not have a mobile-based oral health service [47%]

*Insights: More than half of the respondents work in settings where mobile-based oral health services are typically available.*

*Among public health settings with mobile oral health programs, very few have been reinitiated.*

# Questions of the Week: Teledentistry

Is your clinic/health center's dental program currently using virtual technology/telecommunications to conduct remote problem-focused evaluations (CDT Code D0140)?



● Yes [58%] ● No [36%] ● Not sure [6%]

*Dentists in public health settings – May 6-19<sup>th</sup>*

*Insight: The practice of teledentistry is holding steady in public health settings, with the majority using teledentistry.*

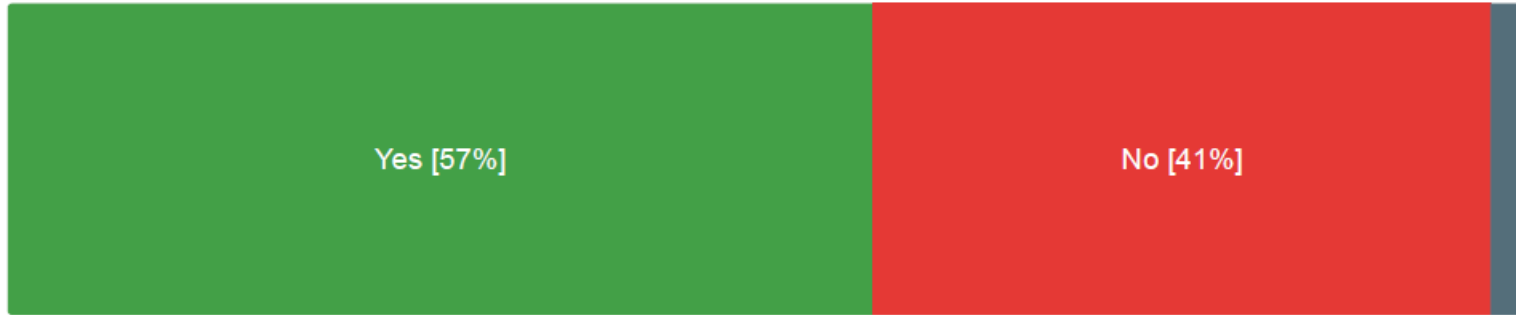
Is your clinic/health center's dental program currently using teledentistry as part of its reopening protocols?



*Dentists in public health settings – Week of June 29<sup>th</sup>*

# Questions of the Week: Teledentistry

Is your clinic/health center's dental program currently using teledentistry as part of its reopening protocols?

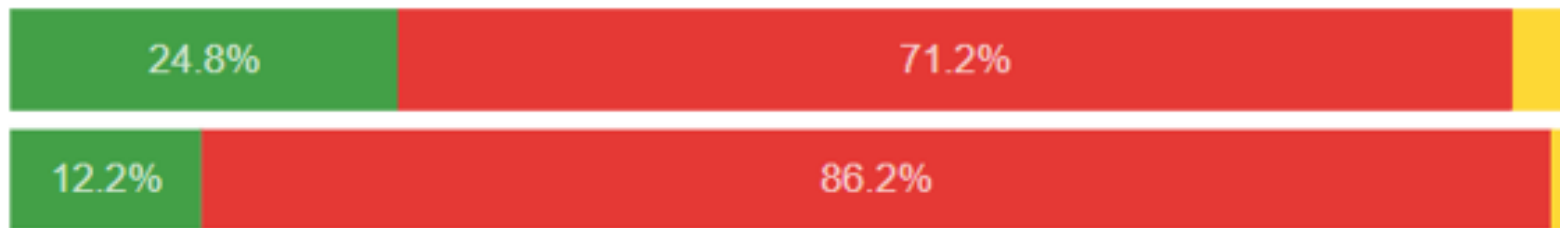


● Yes [57%] ● No [41%] ● Not sure [3%]

*Dentists in public health settings – Week of June 29th*

*Insight: Dentists in public health settings have been far more likely to embrace teledentistry.*

Is your practice currently using virtual technology/telecommunications to conduct remote problem-focused evaluations (CDT Code D0140)?



*Dentists in private practice*

Week of April 20

Week of July 13

# Insights from Consumer Polling

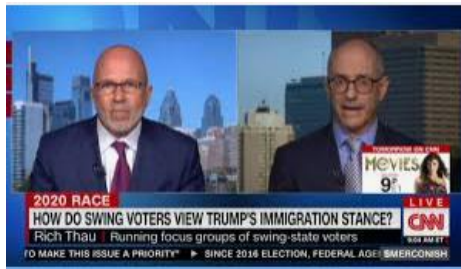


## AMERICA STANDS AT AN INFLECTION POINT.

Consumers are now more concerned about the economy than the health crisis. What does that mean as our society attempts to go back to normal? We just completed the fourth wave of a twice-monthly tracking study that listens to the voice of the consumer.

Through surveys, in-depth interviews, social media analyses, and online dial tests, we address a variety of timely questions:

- **What's it going to take to bring consumers back?**
- **Where is the greatest pent-up demand?**
- **What will the new normal look like?**
- **How do employers and employees navigate a workplace return?**

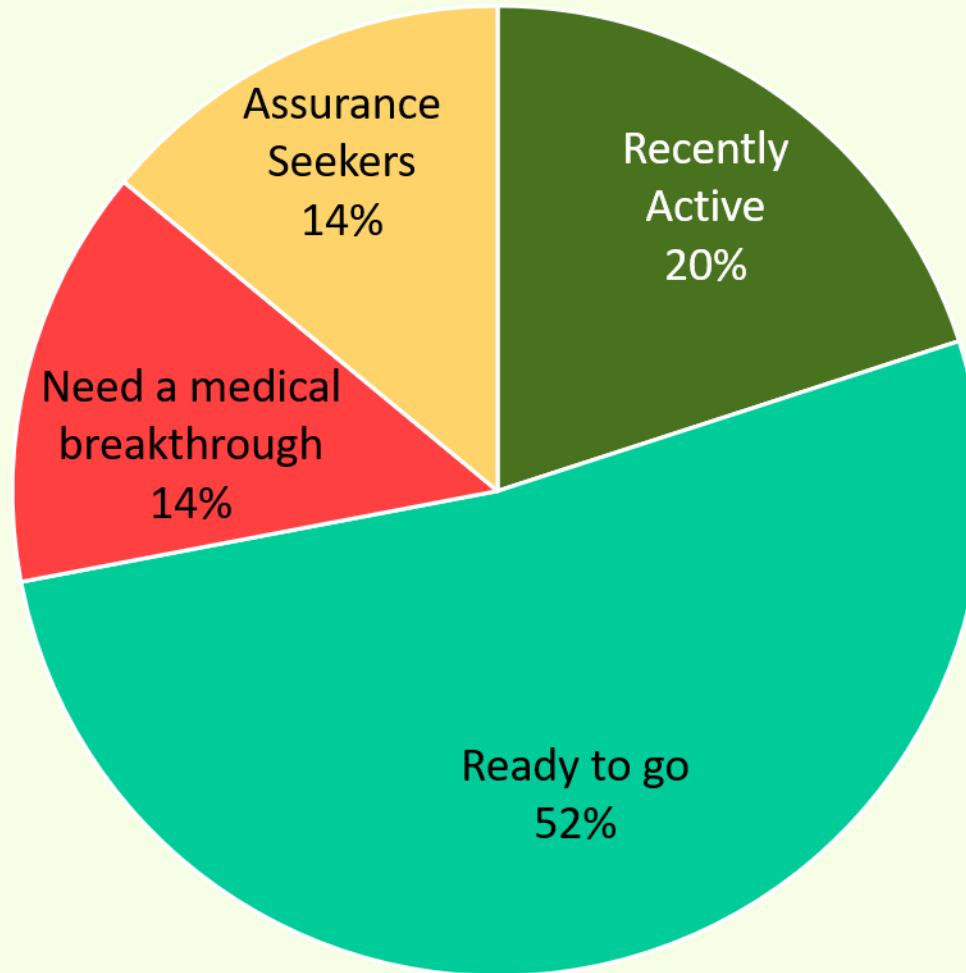


*We partnered with Engagious, a leading consumer research firm, to explore consumer sentiment toward visiting the dentist during the pandemic.*



# READY OR NOT: VISIT A DENTIST'S OFFICE

Which of the following conditions is closest to your current point of view... Visit a dentist's office



- Recently Active
- Ready to go
- I would not be comfortable resuming this activity unless there was an approved COVID-19 vaccine and/or a proven medical protocol to mitigate and remedy the effects of the virus.
- I would be willing to resume this activity, as long as a combination of local or national medical authorities, local or national government officials, and/or the location I am visiting provided assurances it is safe to do so.

# Key Takeaways

- **Shutdown:** Public health settings were less likely to close than private practices, with the vast majority seeing at least some patients throughout the pandemic. Collections did not drop as drastically in FQHCs. Dentists in public health settings were more likely to remain employed. Public health settings were more likely to use teledentistry. Many dentists in public health were (or are currently) taking on new or additional responsibilities in their work settings, such as administering coronavirus testing, and establishing new community partnerships and referral networks to ensure patients are able to get necessary care.
- **Recovery:** Fewer FQHCs are open and operating as usual compared to private practices. There seems to be less flexibility in increasing operating hours in these settings. Teledentistry is “sticking” in public health settings, but not in private practice. Mobile programs are largely not being reinstated at this stage.
- **Patient Volume:** There was a significant drop in patient volume due to the pandemic across all settings. Maximum patient capacity has dropped by nearly 50% in public health settings and by one-third in private practice. The current maximum number of patients seen on a daily basis remains higher in public health settings than private practice.
- **Patient Readiness:** Consumer polling indicates that about 72% of adults are very comfortable visiting the dentist right now and another 14% would be willing to go if they had some reassurance from their dentist, the CDC, or other authorities. The remaining 14% indicate they will not visit the dentist again until there is a vaccine or proven treatment for COVID-19. Accordingly, patient volume in dental offices likely has an upper bound of around 85% of pre-COVID-19 levels, at least for now.



*Moderator*

**Marko Vujicic**

Chief Economist & VP  
ADA Health Policy Institute



*Presenter*

**Chelsea Fosse**

Senior Health Policy Analyst  
ADA Health Policy Institute



*Panelists*

**Sam Wakim**

Chief Dental Officer  
Zufall Health Center



**Elizabeth Vi Simpson**

General Dentist  
Meridian Health Services



*Webinar Administrator*

**Adriana Menezes**

Director, Operations  
ADA Health Policy Institute



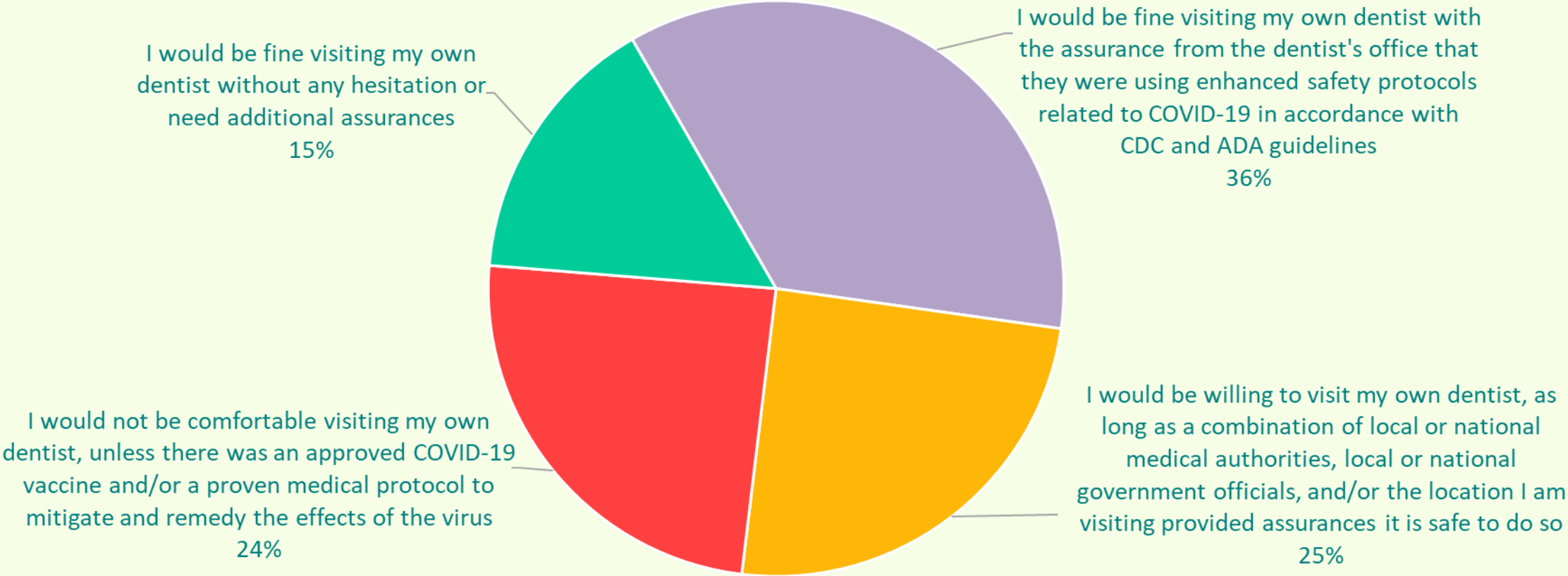
*Webinar Administrator*

**Sylvia Zeno**

Manager, Administrative Services  
ADA Health Policy Institute

# LOCAL DENTAL-COVID CASES WOULD NOT IMPEDE VISITS

Let's assume that you became aware of a situation where someone in your area was confirmed to have contracted COVID-19 from a visit to a dental office that you were not personally a patient of. Which of the following best reflects your willingness to visit your own dentist?



# HHS Provider Relief Fund



Friday, July 17

Today, the U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), announced that it will begin distributing \$10 billion in a second round of high impact COVID-19 area funding to hospitals starting next week. Additionally, HHS announced that it is extending the Medicaid and CHIP Provider Relief Fund distribution provider application deadline to apply to **August 3, 2020**.

In June, HHS announced the opening of the application period and plans to distribute approximately \$15 billion to eligible providers that participate in state Medicaid and CHIP programs who had not yet received a payment from the \$50 billion General Distribution. Since the announcement on June 9, HHS has hosted a number of webinars targeted at providers and provider organizations to answer questions and assist those eligible through the application process. A [fact sheet - PDF](#) explaining the application process has also been created to address frequently asked questions.

You can read today's full announcement here:

<https://www.hhs.gov/about/news/2020/07/17/hhs-begin-distributing-10-billion-additional-funding-hospitals-high-impact-covid-19-areas.html>

**ADA Webinar Tonight at 7pm CT/8pm ET:**

## **Updates on SBA Loans, Provider Relief Fund, Labor Issues and Congressional Action**

In this webinar, ADA staff moderated by Mike Graham will provide updates and guidance on SBA loans, the HHS Provider Relief Fund and congressional activity on the next COVID-19 relief legislation. Labor and workforce related questions will also be answered.

*[Zoom address obsolete now]*

# HPI State Level Dashboard: [www.ada.org/hpi](http://www.ada.org/hpi)

**HPI** Health Policy Institute  
 ADA American Dental Association®

**COVID-19's  
 Impact on the  
 Dental Care Sector**



State  
 (All) ▼

Dentist Age Group  
 (All) ▼

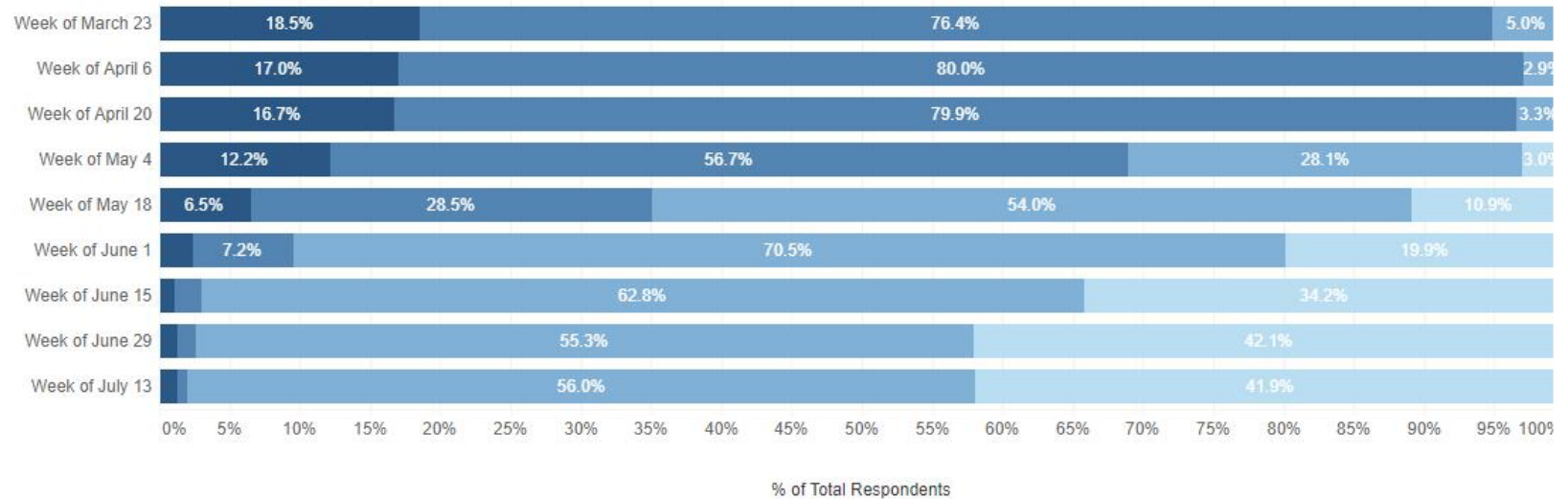
Specialty  
 (All) ▼

DSO Status  
 (All) ▼

Ownership Status  
 (All) ▼

Number of Dentists in Practice  
 (All) ▼

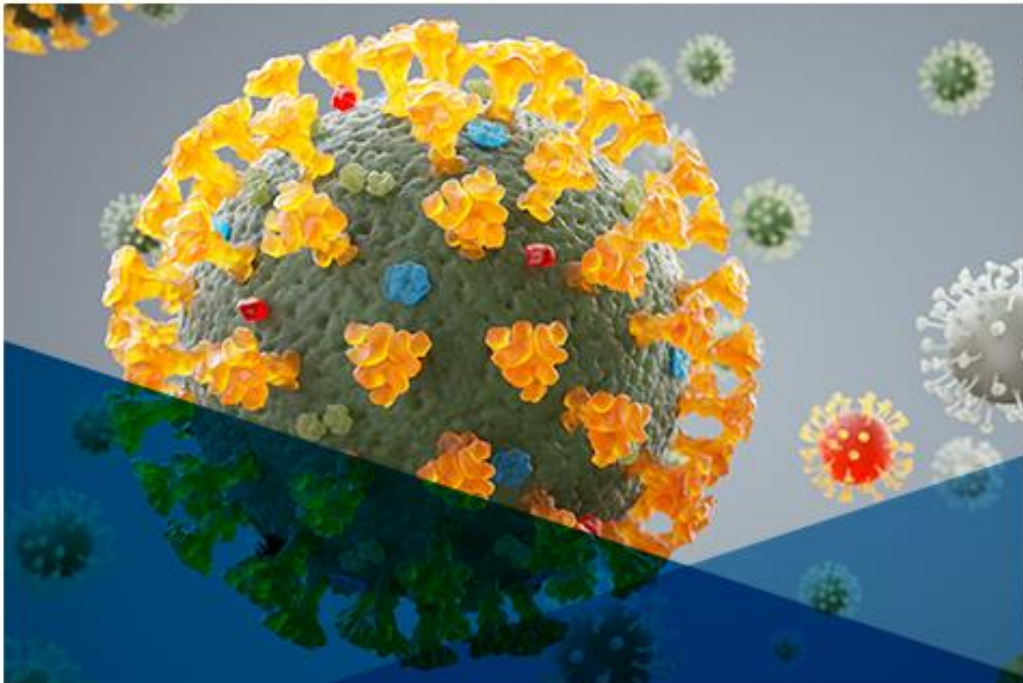
## What is the current status of your dental practice?



- Open and business as usual
- Open but lower patient volume than usual
- Closed but seeing emergency patients only
- Closed and not seeing any patients

# ADA Resources: [www.ada.org/virus](http://www.ada.org/virus)

[COVID-19 Center](#) | [SBA Loans](#) | [Digital Events](#) | [FAQ](#) | [Practice Resources](#) | [Safety & Clinical](#) | [Mental Health](#) | [Exclusive Offers](#) | [Patient Resources](#)



## ADA Coronavirus (COVID-19) Center for Dentists

The COVID-19 outbreak and its impact on our daily lives is rapidly evolving. Here are some resources and guidance to help dentists navigate this unprecedented time for their practices, staff and patients.

Questions? [Contact ADA ▶](#)

You can also click the 'Live Chat' box on the right side of the screen between 7 a.m. and 6 p.m. (Central) Monday-Friday.

Navigating this crisis takes expert guidance, collective action and you. We're stronger together. [Join our dental community.](#)

# Thank You!



**@ADAHPI**

**ADA.org/HPI**

**ADA.org/HPIConsulting**

**hpi@ada.org**



**Health  
Policy  
Institute**

**ADA** American Dental Association®