

# Connecting Caries Risk Assessments and Cultural Awareness

CareQuest Institute Continuing Education Webinar

July 20, 2023

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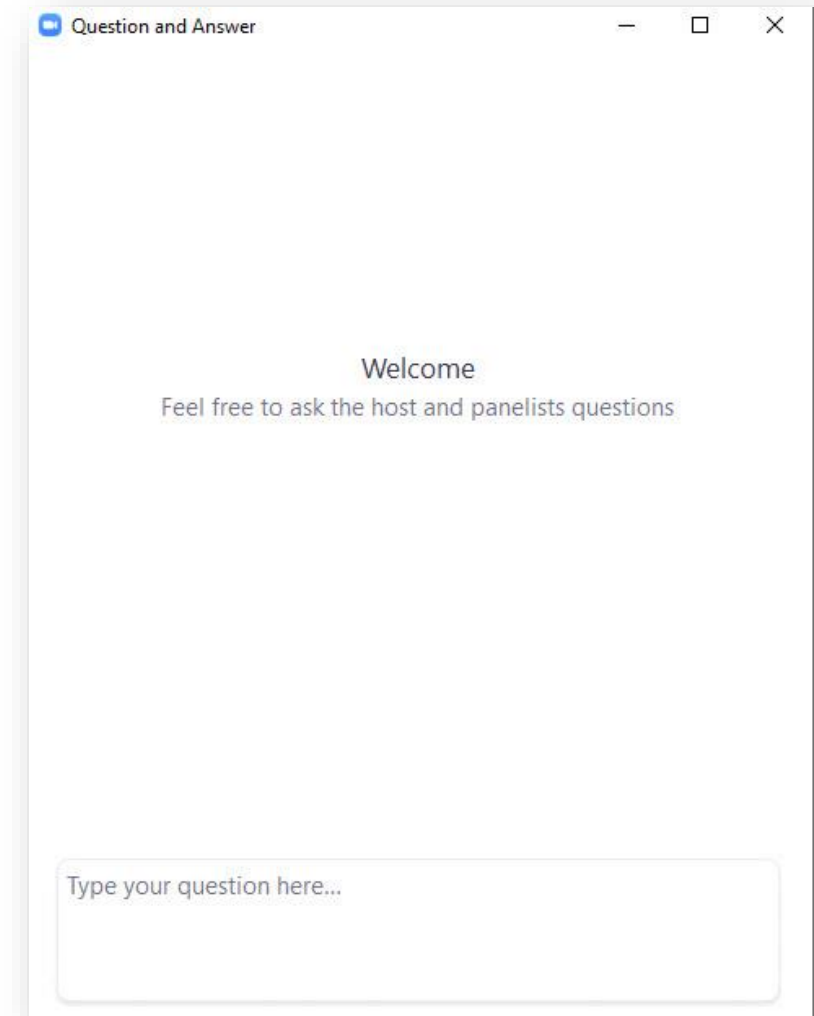
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\*Full disclosures available upon request

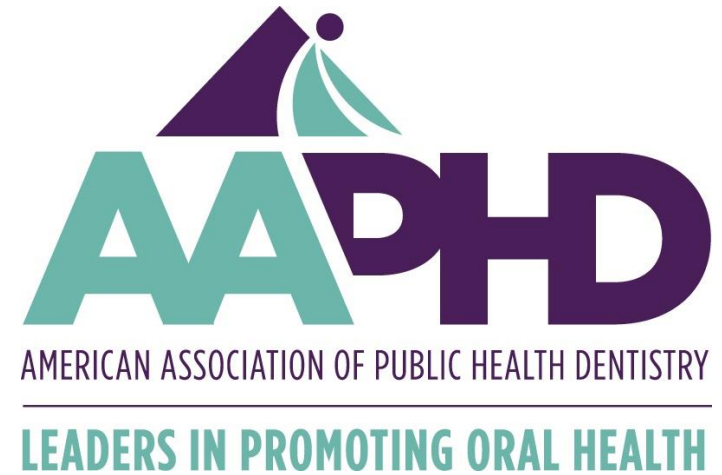


# Question & Answer Logistics

- Feel free to enter your questions into the **Question & Answer box** throughout the presentations.
- We will turn to your questions and comments toward the end of the hour.



# Thank You!



# Learning Objectives

At the end of this webinar, you'll be able to:

- Explain CAMBRA (caries management by risk assessment) and how providers can use it to assess a patient's risk for developing caries.
- Discuss how coaching can help providers address risk factors they identify during caries conversations with patients.
- Demonstrate how cultural humility and motivational interviewing can change patients' oral hygiene habits in practice and community settings.

# Connecting Caries Risk Assessments and Cultural Awareness



**WEBINAR | Thursday, July 20, 2023 | 1–2 p.m. ET | ADA CERP Credits: 1**

**MODERATOR**



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**PRESENTER**



**Rosa Chaviano-Moran,  
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Immediate Past President Hispanic Dental Association and Associate Dean for Admissions, Rutgers School of Dental Medicine

# Communication and Cultural Humility

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# Learning Objectives I'll Cover

1. Explain CAMBRA (caries management by risk assessment) and how providers can use it to assess a patient's risk for developing caries.
2. ***Discuss how coaching can help providers address risk factors they identify during caries conversation with patients.***
3. ***Demonstrate how cultural humility and motivational interviewing change patients' oral hygiene habits in practice and community settings.***





# The Importance of Communication

**Good communication** leads to a positive experience while promoting the exchange of information leading to a better understanding.

**Good communication** establishes trust, rapport, and a positive attitude.



# Interpersonal Communication

- Learning about interpersonal communication, allows us to communicate what we mean.
- It allows us to interpret and process correctly what others say and do.



# Understanding Cultural Processes

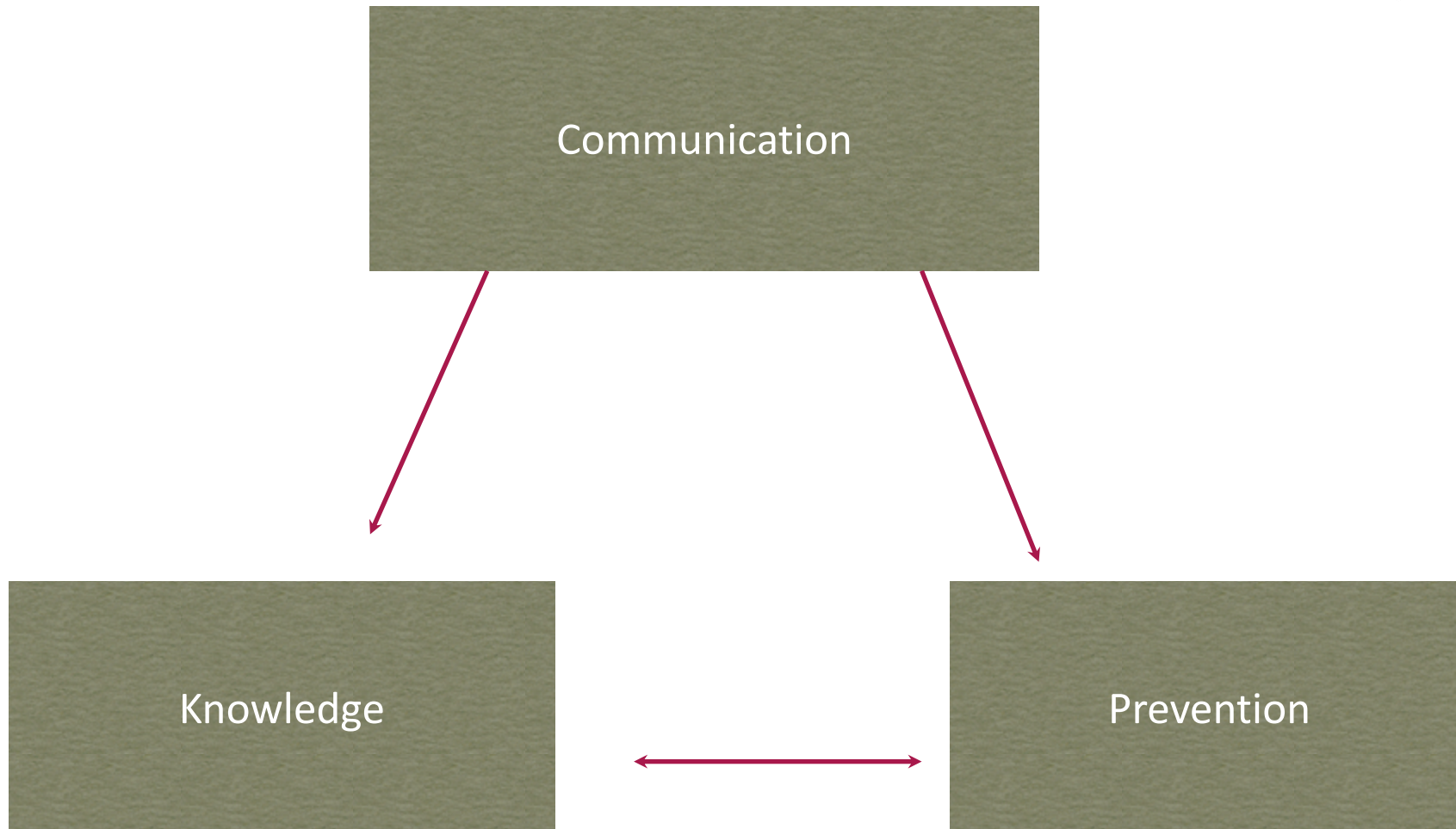
- Our major challenge: To identify whether **cultural processes** are influencing **communication** between us and the patient.
- Oral health care providers **can develop skills to communicate with patients about their perspectives** and integrate new understandings into mutually agreed diagnostic and treatment plans.



Proper oral health care communication leads to . . .

**“Prevention”**





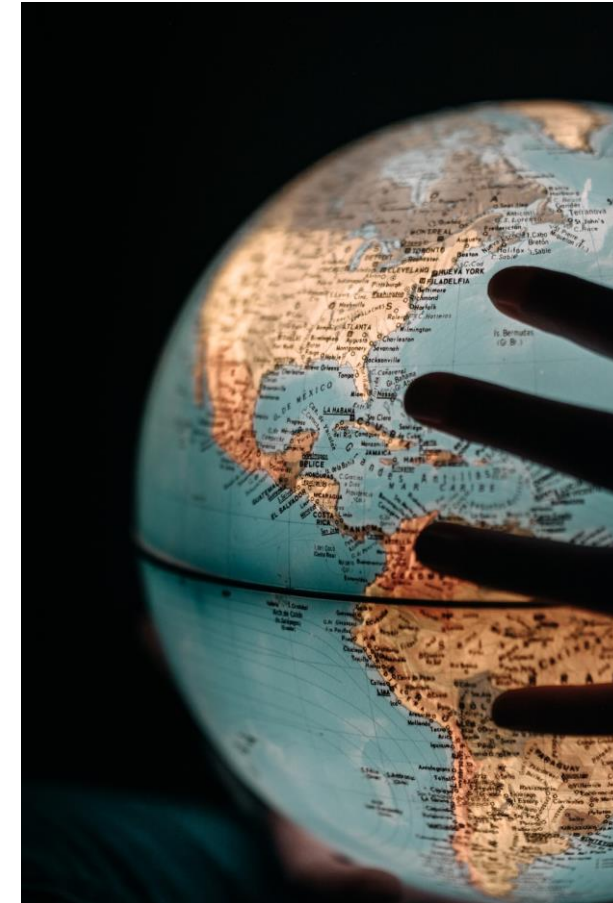
## “In many cases, one of the most difficult barriers is getting adults to understand the need to prioritize dental health.”

- “The use of open-ended questions is a way of conveying interest from the patient, prompting them to provide more detailed and valuable information, rather than using simple questions that can be answered with either *yes* or *no*.”
- “Be mindful of not only verbal but also the non-verbal cultural variations in communication.”
- “Be aware that patients from some cultures may feel it’s disrespectful to ask questions, so they simply smile and nod politely.
  - *This seemingly polite behavior may be erroneously interpreted as a consent.*”

Source: Rayman, S. & Khalid, A. 2007, *Transcultural Barriers and Cultural Competence in Dental Hygiene Practice*, The Journal of Contemporary Dental Practice, Vol. 8, No. 4, May 1, 2007, pg. 5.

# Cultural Values

- Gender plays a significant role in the utilization of dental services.
- In Muslim cultures, for example, women prefer to be seen by a female health care provider rather than a male. Some Asian mothers prefer a female dentist treat their daughters.
- These behaviors are related to the value these cultures place on modesty.
- Other examples:
  - Physical touching and eye contact varies from culture to culture.
  - Oral health care providers must be careful and aware in case a gesture could be misinterpreted by the patient.



# Cultural Competency

- Ability of health providers and organizations to deliver health care services that meet the cultural, social, religious and overall needs of patients and their families.
- Culturally competent care can improve patient care and treatment outcomes.





# Cultural Competence, Defined

- Self-knowledge and awareness about one's own culture.
- Awareness of one's cultural worldview and biases.
- Experiences and knowledge of different cultural practices.
- Attitude toward cultural differences.

Burchum, J. L. R. (2002, October). [Cultural competence: An evolutionary perspective](#). In: *Nursing Forum*: (Vol. 37, No. 4, p. 5). Blackwell Publishing Ltd

# Spectrum of Cultural Competency



- Makes **everyone fit the same cultural pattern**.
  - Excludes those who don't fit.
  - Forces assimilation.
  - Emphasizes differences and uses differences as barriers.
- Does **not see or believe that there are cultural differences**.
  - Sees everyone as the same.
- Is aware that we believe and function within a culture of our own and that **our identity is shaped by our culture**.
- **Knows that there are cultural differences** and understands and accepts different cultural values, attitudes and behaviors.
- Has the **capacity to work, effectively with people from different cultures by integrating elements of their culture: vocabulary, values, attitudes, rules, and norms**.
  - Translates knowledge into actions.

# Cultural Humility

Culturally competent clinicians hold the assumption that neither their own perspective, nor their patients' cultural views, are “superior” or that the culture of dentistry the only way to understand a dental problem.



# Cultural Humility, Defined

## DEFINITION:

Cultural humility is a life-long attitude and learning process which incorporates openness, power balancing, and critical self reflection when interacting with people from different cultures, identities, and backgrounds.

This is expected to lead to an increased understanding, mutually beneficial partnerships, and institutional change.



Tervalon & Garcia, 1998

# Aspects of Culture That Affect Clinical Care

Cultural values

Provider practices

**Communication/Listening Skills**

Several studies have demonstrated that **communication** issues can be a major barrier to health care access.



- Studies have found that patient's who **discuss** their perspectives, their symptoms, and their care with their provider **show improved clinical outcomes and are more satisfied.**
- Our work across cultures will not be effective until we are able to appropriately communicate with, listen to, and elicit our patient's perspective.

Levinson W, Roter DL, Mullooly JP, Dull VT, Frankel RM. Physician-patient communication: the relationship with malpractice claims among primary care physicians and surgeons. JAMA 1997;277:553-9.



# Oral Health Care Providers Should . . .



1. Recognize cross-cultural issues in patient care.
2. Appropriately acquire a patient's perspective of his/her chief complaint.
3. Negotiate an intervention with a patient in a culturally sensitive manner.

# Consequences of Inadequate Communication



- Emergency room visits
- Higher utilization for diagnostic testing
  - Longer hospital stays
- Patient misunderstanding of diagnoses and medications
- Greater risk of disease complications
- Increased risk of drug interactions
- Significant threat to patient safety
- Compromise quality of care
- Lower patient satisfaction
- Provider frustration



# Seven Steps to Improve Interpersonal Communication with Patients

1. Slow down.
2. Use plain, nonmedical language.
3. Show or draw pictures.
4. Limit the amount of information provided – and repeat it.
5. Use the “teach-back” technique.
6. Create a shame-free environment.
7. Encourage questions.



# How to Improve Your Listening Skills

- Focus on your patient concerns.
- Concentrate on what the patient is saying.
- Pick up the verbal and nonverbal information the patient is transmitting.
- Be aware of differences in race, gender, age, cultural heritage, physical abilities and beliefs.



How to move health professionals  
and systems toward these goals?



# Cultural Competence

Provide cultural competence training and develop policies and procedures that decrease barriers to providing culturally competent patient care.



# Share and Model Behavior

- Raise professional and public awareness about cultural competence and humility.
- Empower patients, families, and caregivers.
- Create “shame-free” and “blame-free” environment.
- Provide literature on health education programs and materials that are appropriately targeted and tailored for diverse populations.



# Gain Awareness . . . and Grow

Become aware of your own values and biases.

Develop communication skills that transcend cultural differences.

Build therapeutic partnerships based on respect for each patient's life experience.



# Key Takeaways . . .

- **Listen** for stories and information that will help you know each patient's unique qualities.
- Examine your prejudices, stereotypes, and assumptions, and reflect on them.
- Be nonjudgmental about your patients' culture, social context, and perspective of illness. Ask in the proper manner.
- **Don't assume.**
- Be humanistic, empathetic, and most importantly be consistent.

# Two Quotes in Closing

“The most important thing in communication  
is to hear what isn’t being said.”  
- Peter Drucker

“Nobody cares how much you know,  
until they know how much you care . . . .”  
- Theodore Roosevelt





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# Question & Answer



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# Webinar Evaluation

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**Missed Connections**  
Providers and Consumers Want More Medical-Dental Integration

Oral health and overall health are inextricably linked. There is mounting evidence to suggest that poor oral health is related to a variety of chronic health conditions, such as high blood pressure, dementia, diabetes, and obesity. Despite this known connection, dental care is still largely siloed from medical care. The Centers for Disease Control and Prevention (CDC) estimates that integrating basic health screenings into a dental setting could save the health care system up to \$100 million every year.<sup>1</sup>

CareQuest Institute for Oral Health conducted a nationally representative survey in January and February 2021 to assess consumers' perspectives on oral and overall health (n=5,320). CareQuest Institute also conducted a nationwide survey of oral health providers to assess perspectives and current behaviors related to interprofessional practice (n=377). Consumers and oral health providers described a lack of integration between medical and oral health care, and a desire for increased interprofessional collaboration.

**Key Findings:**  
**Medical-dental collaboration is currently uncommon.**

- 63% of consumers report that their primary medical doctor "rarely" or "never" asks about their oral health.
- 33% of consumers report that their oral health provider "rarely" or "never" asks about their overall health.
- Less than a third of consumers report receiving general health screenings from their oral health provider.
- A majority (89%) of adults report never receiving a referral from their oral health provider to a non-oral health professional.
- Almost a fourth (24%) of participating oral health providers report currently implementing interprofessional practice.
- 45% of responding oral health providers report "rarely" integrating their care with clinicians outside of dentistry, with only 14% reporting it is part of their "daily" practice.

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