



Western Maryland Area Health Education Center

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February 10, 2014 Western Maryland AHEC MOHLA Report

When we signed this agreement on May 9, 2013, we had just hired a Community Health Worker (CHW) and agreed with MOHLA to expand and extend oral health literacy messages in Western Maryland. Specifically, we agreed to utilize messages of the Maryland Oral health Literacy Campaign to integrate oral health literacy messaging in the outreach done by the CHW. At that time, we anticipated that the CHW would be fully trained by August. The training, however, was delayed by the training organization. It then ran from September 10 through December 19, 2013, thus delaying outreach efforts.

We have accomplished the following in regards to our agreement:

- WMAHEC obtained ED usage data and geo-coded it to identify high-usage areas. The CHW has identified the “hot spot” areas. She is in the process of arranging educational modes and venues appropriate to these neighborhoods, making her first focus Cumberland Housing Authority sites (with an outreach to 230 families).
- The CHW participated in the implementation of a referral and appropriate care pathway from Western Maryland Health System’s ED. Distribution of several hundred of the *Healthy Teeth/Healthy Kids* brochures in ED waiting areas is part of the diversion process.
- The CHW is in the process of planning educational outreach to six additional groups which include: HRDC Head Start, Family Junction Parenting Classes, the Salvation Army’s Parent Connection, private obstetricians, seniors caring for grandchildren, and the Garrett County Health Fair (scheduled in April, 2014).
- The CHW is working with WMAHEC’s Continuing Education Coordinator to schedule CEs for both community- and hospital-based providers on effective emergency oral health pain management. Resources for children will be a part of that offering, including the *Healthy Teeth/Healthy Kids* brochure.
- The CHW educated 63 emergency dental services clients in one-to-one intakes about the region’s resources for their children’s oral health care and included the *Healthy Teeth/Healthy Kids* brochures as an instructional tool in her outreach.
- The CHW presented to Dr. Harry Goodman, Director, Office of Oral Health and others regarding the efforts for Emergency Department referral on November 8, 2013 outlining her focus and efforts. MDAC asked that the CHW lead a break-out round table discussion at the December 6, 2013 Maryland Oral Health Summit. The discussion centered on how to integrate CHWs into oral health care pathways.
- A number of other organizations across the state of Maryland have asked us to help them replicate our efforts.

Sincerely,

A handwritten signature in blue ink that reads "Susan K. Stewart".

Susan K. Stewart
Executive Director