

Shaping Engagement to Support Health Equity

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McMillenHealth
SOLUTIONS • COLLABORATION • GROWTH



Social Determinants of Health

Social determinants of health are shaped by the distribution of **money, power, and resources** throughout local communities, nations, and the world.

Social Determinants of Health

Income

Education

Food insecurity

Housing

Social network

Safety of neighborhood

Employment/working conditions

Early childhood development

Health services

Gender

Race

Disability

Stress

Transportation

We hold these Truths to be self-evident,
that all Men are created equal,
that they are endowed by their Creator
with certain unalienable Rights, that
among these are Life, Liberty, and
the Pursuit of Happiness.

Chronic Stress: What are Stressors?

Poverty

Drug/alcohol abuse

Incarceration

Mental illness

Food insecurity

Housing insecurity

Unsafe environment

Physical illness

Divorce/Break up

Poor maternal education

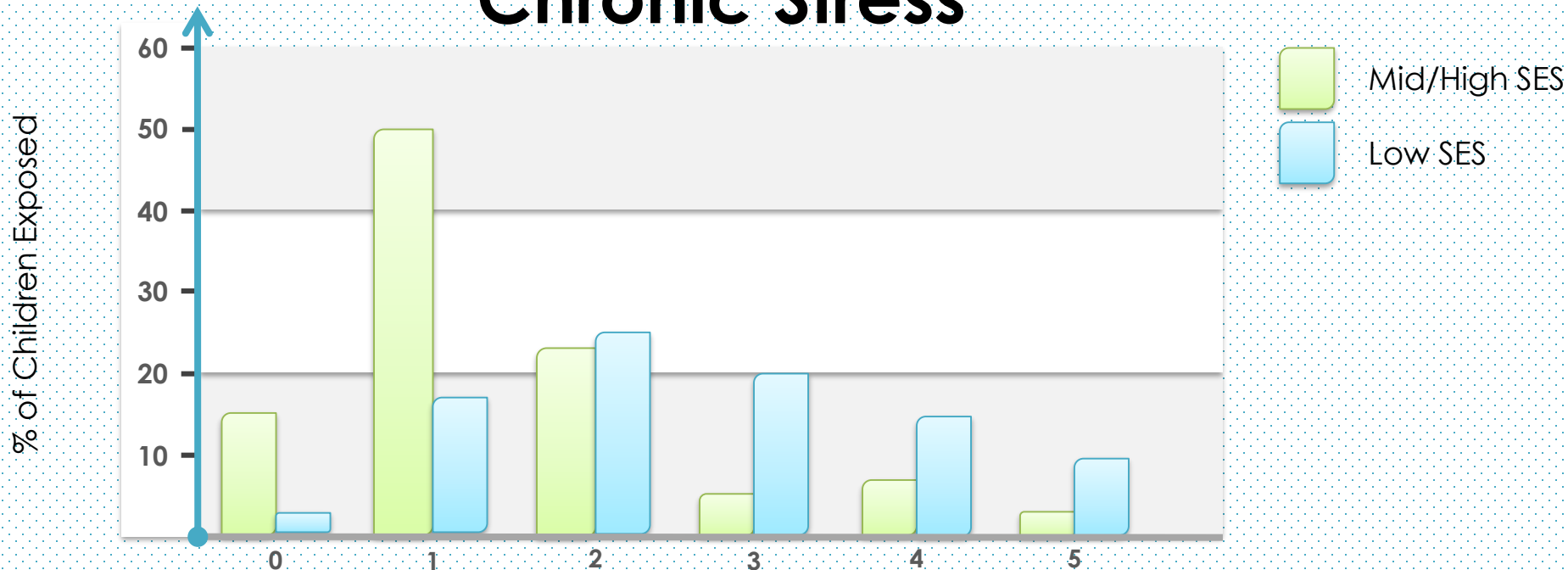
Job insecurity

No access to healthcare

Transportation insecurity

Physical/emotional abuse

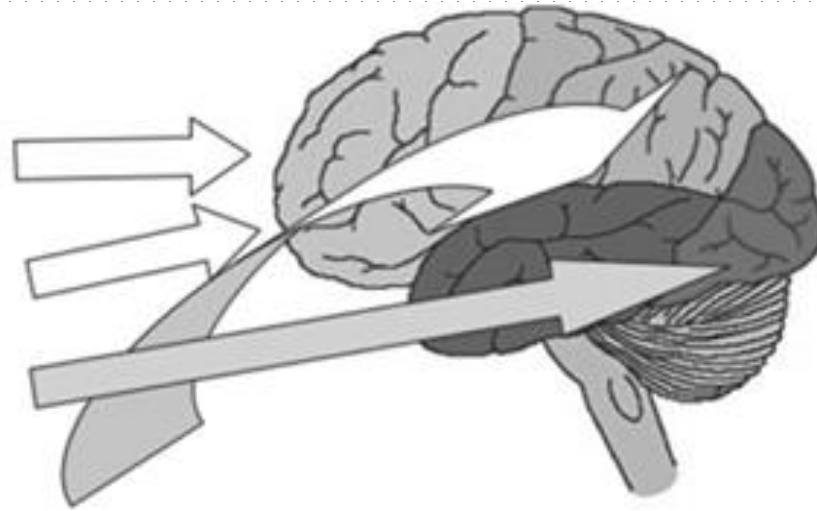
Chronic Stress



“Children subjected to such stress may lack crucial coping skills and experience significant behavioral and academic problems in school.”

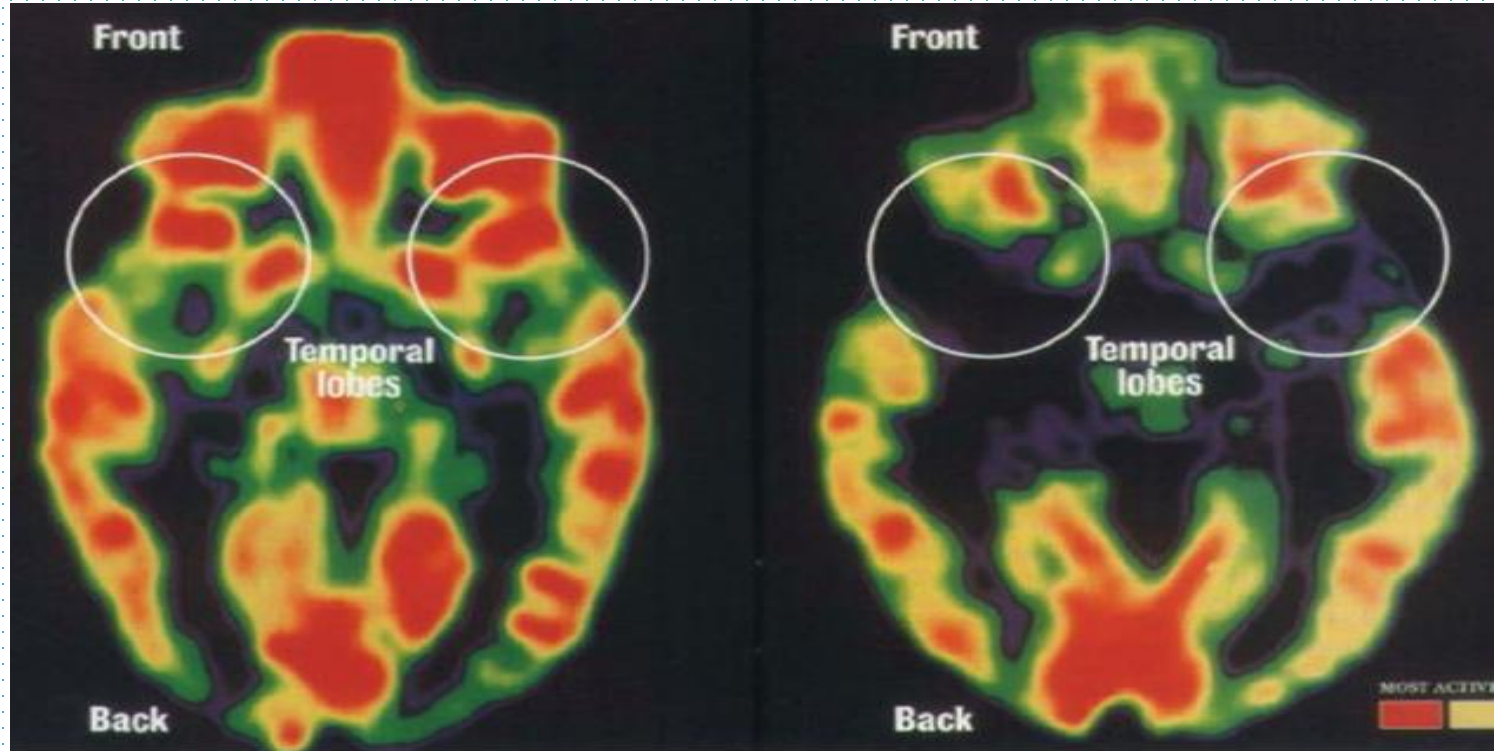
Teaching with Poverty in Mind by Eric Jensen

Brain Areas of Known Difference Between Low and Middle-Income Children



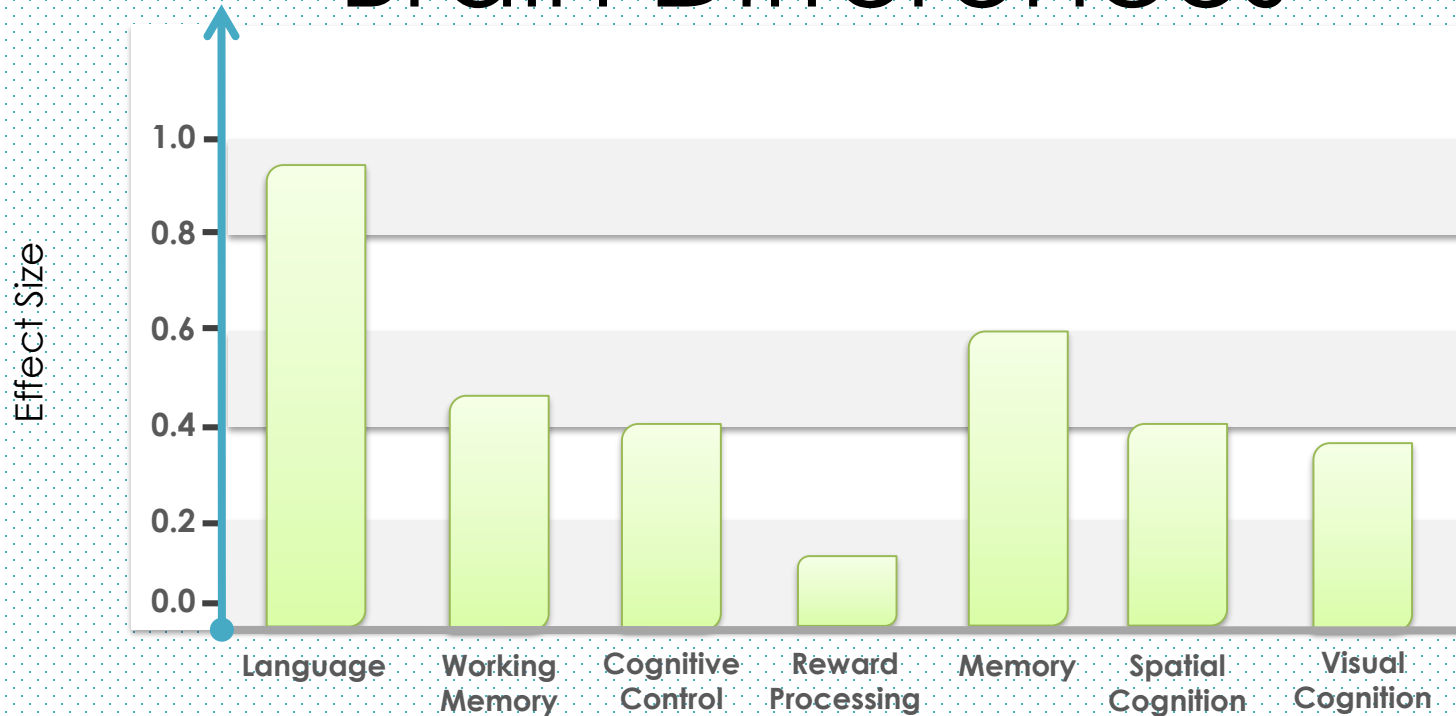
These areas include those responsible for working memory, impulse regulation, visuospatial skills, language skills, and cognitive conflict.

Source: Adapted from "Neurocognitive Correlates of Socioeconomic Status in Kindergarten Children," by K. G. Noble, M. F. Norman, and M. J. Farah, 2005, *Developmental Science*, 8, pp. 74–87.



Source: www.developingchild.harvard.edu

Brain Differences



Note: Effect-size differences are measure in standard deviations of separation between low- and middle-income 5-year-olds.

Is linked to over 50 percent of all absences (Johnston-Brooks, Lewis, Evans, & Whalen, 1998).

Reduces motivation, determination, and effort (Johnson, 1981).

Reduces neurogenesis (growth of new brain cells) (De Bellis et al., 2001).

Impairs attention and concentration (Erickson, Drevets, & Schulkin, 2003).

Health Literacy Skills



Print Literacy

- Reading
- Writing
- Numbers



Communication

- Listening
- Speaking
- Questioning



Information Seeking and eHealth

- Technology

Nearly 9 out of 10 adults has
difficulty using everyday
health information.



The 2003 National Assessment of Adult Literacy assessed the English literacy of more than 19,000 adults in the United States.



Below Basic



Basic



Intermediate



Proficient

Below Basic Reading Levels

Did not graduate high school **55%**

No English spoken before starting school **44%**

Hispanic adults **39%**

Black adults **20%**

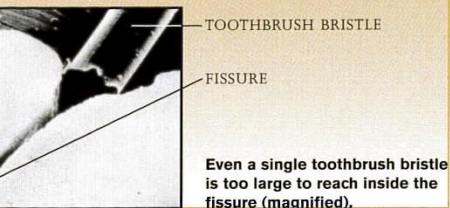
Age 65+ **26%**

Multiple Disabilities **21%**

Adults living below the poverty level (17% of the adult population) represent 43% of those with below basic health literacy skills.

right, healthy smile
help you feel and look
d throughout your life.

The first step in maintaining a healthy mouth is preventing tooth decay, and sealants can offer major protection against cavities.



causes tooth decay?

Teeth are covered with a sticky film of bacteria, plaque. Plaque bacteria use sugar and starch in food as a source of energy. The bacteria convert the sugar and starch into harmful acids that attack tooth enamel for as long as 20 minutes or more. Repeated attacks may cause the enamel to break down, resulting in cavities.

Why aren't sealants used on all teeth?

Regular brushing and flossing help remove food particles and plaque from smooth surfaces of teeth. Fissures, however, are places that are extremely

Do sealants have any other benefits in addition to preventing decay?

Sealants can also stop small areas of decay from becoming larger. Reliable clinical studies have confirmed that properly placed sealants, if kept intact, will stop decay in the enamel.

Is sealant application a complicated procedure?

Sealants are easy for your dentist to apply, and it takes only a few minutes to seal each tooth. The teeth that will be sealed are cleaned. Then the chewing surfaces are conditioned to help the sealant adhere to the tooth. The sealant is then 'painted' onto the tooth enamel, where it bonds directly to the tooth and hardens. Sometimes a special curing light is used to help the sealant harden.

How long do sealants last?

As long as the sealant remains intact, the tooth surface will be protected from decay. Sealants hold up well under the force of normal chewing and usually last several years before a reapplication is needed. During your regular dental visits, your dentist will check the condition of the sealants and reapply them when necessary.

Sealants are just for kids, right?

The likelihood of developing pit and fissure decay begins early in life, so children and teenagers are obvious candidates. But adults can benefit from sealants as well.

What factors could make an adult

Do sealants help save money?

Prevention is better than treatment. When one considers that properly applied and maintained sealants are extremely effective in preventing pit and fissure decay, sealants are a very cost-effective measure. Savings in both dollars and discomfort can be gained by application of sealants, rather than allowing decay and requiring the tooth to be restored. For over 20 years the American Dental Association has evaluated sealants, and a number of different brands have been awarded the ADA Seal of Acceptance, a symbol of a product's safety and effectiveness. In addition, many private dental plans cover sealants. If your plan does not, contact your employer's benefits manager to suggest that sealants be included in future dental plans.

Key ingredients in preventing tooth decay and maintaining a healthy mouth are twice-daily brushing with a fluoride toothpaste; cleaning between the teeth daily with floss or interdental cleaners; eating a balanced diet and limiting snacks; and visiting your dentist regularly. When shopping for toothbrushes, toothpaste and other oral care products, choose those that bear the ADA Seal of Acceptance – an important symbol of a dental product's safety and effectiveness.



Ask your dentist
about whether
sealants can put
extra power
behind your
prevention program.

Patient Rights

As a patient, you have the right:

- To receive considerate and respectful care regardless of age, race, religion, gender, sexual orientation, national origin, or financial status.
- To privacy concerning your health or dental care program. You must submit written consent for any information regarding your care to be shared with any outside agencies or persons, except when required for further treatment, billing or internal operations, or required by Law.
- To obtain from your physician or dentist complete and current information concerning your diagnosis, treatment, and progress in terms you can understand.
- To obtain information about specific tests or procedures to the extent permitted by Law and to be informed of these results.
- To have reasonable continuity of care. Any referral will be discussed with you, and the results of the consultation will be kept in your confidential patient record.
- To refuse any treatment to the extent permitted by Law and to be informed of the medical consequences of that action.

Who governs Neighborhood Health Clinics?

Neighborhood Health Clinics, Inc. is governed by a Board of Directors. Some Board Members live or work in the neighborhood, some are patients, and others are business people in the community. The Board Members make the policies that govern the Clinic.

Patient Responsibilities

As a patient, you have the responsibility:

- For your conduct and for that of anyone accompanying you.
- For keeping your appointments, for arriving on time, and for calling to cancel scheduled appointments you are unable to keep.
- For giving truthful information.
- To assist the Clinic in keeping records up-to-date by providing documentation of any changes in your financial status, family situation, residence or phone number, or changes in your insurance including Medicaid or Medicare coverage.
- For following the treatment and/or preventive plan that is developed for you. You are encouraged to ask questions if there is anything you do not understand.
- For payment of your bill.
- To use the suggestion and complaint processes so that the services at Neighborhood Health Clinics are always of the highest quality possible.

Mission Statement

The purpose of Neighborhood Health Clinics, Inc. is to identify the needs of and to provide quality healthcare services to the community with respect and sensitivity to those being served.

Neighborhood Health Clinics, Inc. is an Indiana non-profit corporation that provides health, dental, and nutrition services.

Neighborhood Health Clinics, Inc. is funded by grants from the Federal Health Resource Services Administration, Indiana State Department of Health, United Way of Allen County, local foundations, and private donations, as well as patient fees.

What are the Clinic Hours?

Main Clinic

1717 S. Calhoun Street
Fort Wayne, IN 46802

Monday	8:00 am—7:00 pm
Tuesday	8:00 am—5:00 pm
Wednesday	8:00 am—7:00 pm
Thursday	8:00 am—5:00 pm
Friday	8:00 am—5:00 pm

For an appointment call **260-458-2641**.
The telephone recording or posted signs will report any changes in the hours due to special meetings or holidays.

FREE PARKING in Garage across the street for Patients and Visitors.
Sky-Bridge access on third floor of Garage and second floor of Clinic.

Southeast Clinic

3350 E. Paulding Road
Fort Wayne, IN 46816

Monday	8:00 am—5:00 pm
Tuesday	8:00 am—5:00 pm
Wednesday	10:00 am—7:00 pm
Thursday	8:00 am—5:00 pm
Friday	8:00 am—5:00 pm

Additional WIC Locations:

Albion WIC, 774 Trail Ridge Road, Suite B, Albion, IN
Auburn WIC, 265 North Grandstaff Drive, Auburn, IN



Neighborhood Health Clinics, Inc.



458-2641 | nhci.org

**1717 South Calhoun
Fort Wayne, IN 46802**



Situational Stress

There are times when even the most literate individuals are not able to process and retain information.

Introduction Extraction of teeth and other oral surgery are serious surgical procedures. Postoperative care is very important. Careful attention to the following instructions will help prevent complications, minimize discomfort, and promote proper healing.

Keep The Mouth Clean Beginning the day after surgery, begin gently rinsing. You can use warm salt water, diluted mouthwash or simply water. Tooth brushing can resume the day after surgery as well. Avoid the areas of surgery and use a soft toothbrush. As healing progresses, normal brushing techniques may be resumed.

Bleeding Gauze pressure is the most effective way to control bleeding. When you leave the office you will most likely be biting on a piece of gauze. This piece should be left in place for at least 30 minutes before removing it. After 30 minutes, the gauze should be removed. It is common to have slight bleeding or oozing for several days. If heavy bleeding continues, replace the gauze with a fresh folded piece. Be sure of proper placement of the gauze over the site of bleeding. Leave this piece in place under steady pressure, undisturbed for one hour. Resting, with the head elevated on a couple of pillows, is also helpful. Do not get excited. If bleeding does not subside, call for further instructions.

No smoking, spitting, use of drinking straws, vigorous rinsing for 72 hours. This may cause persistent bleeding or dislodge of the blood clot. Smokers should be aware that smoking could impair healing. It is recommended that patients recovering from oral surgery should no longer smoke.

Pain The local anesthetic wears off in one to three hours. Some form of pain reliever should be taken before the numbness goes away. Tylenol, aspirin or ibuprofen (Motrin, Advil) is usually adequate. For more involved surgery, such as removal of impacted teeth, the doctor may prescribe stronger pain relievers. Take these medications as prescribed. Do not drive or operate machinery while on this medication.

Antibiotics If you have been prescribed antibiotics, take all of the medication as directed. This drug is meant to treat or prevent infection.

If you experience any adverse reaction to the medication, such as nausea, rash or itching, discontinue the medication. A rash or itching may indicate an allergic reaction to a medication. Antihistamines (Benadryl) will usually counteract the hives, rash, and itching. Swelling of the lips, tongue or difficulty breathing may represent a more severe allergic reaction and you should seek medical attention immediately.

Sutures In most cases dissolvable sutures are used. These sutures will come out on their own in 2 days to 2 weeks. If any sutures are bothering you, or you have concerns regarding your sutures, please contact the office during normal office hours. If the surgeon elects to use sutures that require removal, we will schedule a return appointment for you.

Discoloration You may develop black, blue, green or yellow discoloration resembling a bruise to the tissue. This is due to a slight oozing of blood beneath the tissue and is of little significance. This is a normal postoperative event and will resolve in a few days to a week.

Why “plain language” is not the answer



- Semi-annual shoe stock up event
- Buy one get one 50%
- All women's shoes in stores and at [target.com](https://www.target.com)

[illegible]

GENUINE LEATHER
BOOT ONLY AT
TARGET.COM

Dear Parent or Caregiver:

At..., we want to make sure we are providing the best possible care for you and your family. We know that there are problems that many families face. So, we are asking everyone these questions to make sure that you know about all the resources available to you. You do not have to answer all the questions if you don't want to.

Child's Name:	Phone Number:
Preferred Language:	Best time to call:

1. Do you always have enough food for your family?	<input type="checkbox"/> No <input type="checkbox"/> Yes
2. Do you have safe child care or preschool for your children?	<input type="checkbox"/> No <input type="checkbox"/> Yes
3. Do you have trouble paying your heating bill in the winter?	<input type="checkbox"/> No <input type="checkbox"/> Yes
4. Do you feel safe in your house or apartment?	<input type="checkbox"/> No <input type="checkbox"/> Yes
5. Are you worried that your house or apartment is making you sick?	<input type="checkbox"/> No <input type="checkbox"/> Yes
6. Are you worried about becoming homeless?	<input type="checkbox"/> No <input type="checkbox"/> Yes
7. Do you have trouble getting rides to the doctor's office or other appointments?	<input type="checkbox"/> No <input type="checkbox"/> Yes
8. Are you able to pay for your child's medicines?	<input type="checkbox"/> No <input type="checkbox"/> Yes
9. Do you often feel like you need help managing your stress?	<input type="checkbox"/> No <input type="checkbox"/> Yes
10. Is there something you need help with right away? - (For example: I don't have food for tonight, I don't have a place to sleep tonight)	<input type="checkbox"/> No <input type="checkbox"/> Yes



Home Environment Screening

Please fill out the form below. We are asking everyone these questions to make sure that you know about all the resources available to you. You do not have to answer all the questions if you don't want to or if they don't apply to you. None of the information you give us will be shared with anyone, unless you give permission.

Name:	Phone Number:
Preferred Language:	How would you like to be contacted? <input type="checkbox"/> Call <input type="checkbox"/> Text

	1. Are there times when you don't have enough food for your family?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	2. Do you worry that your child is not learning what they need to at their childcare or preschool?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	3. Do you have trouble paying your heating bill in the winter?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	4. Do you feel unsafe in your home?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	5. Are you worried that your home is making you sick?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	6. Do you have concerns about your current or future living situation?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	7. Do you have trouble getting rides to the doctor's office or other appointments?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	8. Do you have trouble paying for your child's medicines?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	9. Do you often feel like you need help managing your stress?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	10. Is there something you need help with right away?	<input type="checkbox"/> YES <input type="checkbox"/> NO



“This form looks like someone took the time to make this and they care about the answers. The other form looks like a test and I don't know if I will fail.”

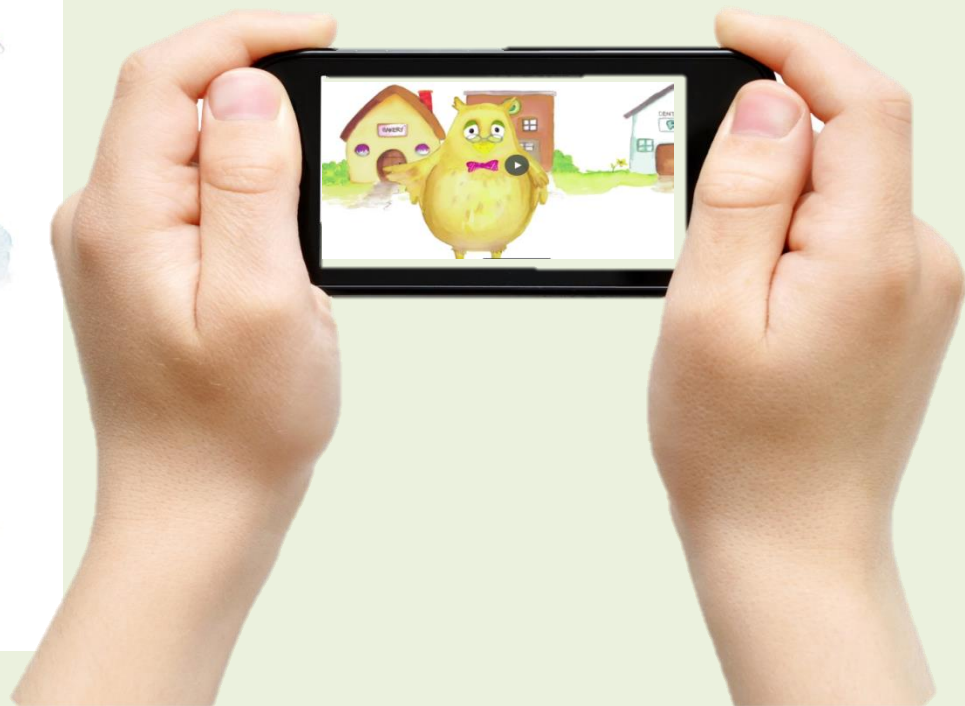
“It looks more appealing and comfortable.”

So how do we engage?



Clear messages
Less words
More graphics
Video
Text messaging





Thank you!

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260-760-4831