Shaping Engagement to Support Health Equity

Holli Seabury, EdD
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
“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.

Brain Differences

Note: Effect-size differences are measure in standard deviations of separation between low- and middle-income 5-year-olds.
Reduces neurogenesis (growth of new brain cells) (De Bellis et al., 2001).

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

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

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: 30 million (14%), 63 million (29%), 95 million (44%), 28 million (13%)
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.
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 a good candidate for sealants?
Sealants can be applied to any tooth. However, these conditions may make sealants particularly useful:
- Very high risk of decay due to diet, gum disease, or other factors.
- Cavities in the past.
- Trouble chewing or flossing.
- Chewing habits that cause frequent erosion.
- Teeth that are very close to one another.

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.
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 the 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.

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

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<tr>
<th>Day</th>
<th>Time</th>
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<tr>
<td>Monday</td>
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<td>Tuesday</td>
<td>8:00 am—6:00 pm</td>
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<td>Wednesday</td>
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<td>Thursday</td>
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<tr>
<td>Friday</td>
<td>8:00 am—5:00 pm</td>
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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

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

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.
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
Semi-annual shoe stock-up event

BUY ONE GET ONE 50% OFF
all women's shoes in stores and
at Target.com/womensshoes

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.

<table>
<thead>
<tr>
<th>Child’s Name:</th>
<th>Phone Number:</th>
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<tbody>
<tr>
<td>Preferred Language:</td>
<td>Best time to call:</td>
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1. Do you always have enough food for your family?  
   - No
   - Yes

2. Do you have safe child care or preschool for your children?  
   - No
   - Yes

3. Do you have trouble paying your heating bill in the winter?  
   - No
   - Yes

4. Do you feel safe in your house or apartment?  
   - No
   - Yes

5. Are you worried that your house or apartment is making you sick?  
   - No
   - Yes

6. Are you worried about becoming homeless?  
   - No
   - Yes

7. Do you have trouble getting rides to the doctor’s office or other appointments?  
   - No
   - Yes

8. Are you able to pay for your child’s medicines?  
   - No
   - Yes

9. Do you often feel like you need help managing your stress?  
   - No
   - 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)
“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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