



**HEALTHY
SMILES**
FOR MOM
AND BABY
★ Children's Health
Alliance of Wisconsin

ORAL HEALTH ONLINE TRAINING GUIDE



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TABLE OF CONTENTS

Overview	1 - 3
Online Training	4 - 26
Registration	4 - 12
Training Outline.....	13
Facilitator’s Guide to Course Activities	14- 24
Module 1 – Open-ended Questions	14 - 15
Module 1 – Listening	16
Module 2 – Reflections – Infant & Toddler	17 - 19
Module 3 – Reflections – Pregnant Woman	20 - 22
Module 4 – Goal Setting	23 - 24
Family Oral Health Education	25 - 28
Parents/Caregivers	25 - 26
Pregnant Women	27 - 28
Activities	29 - 34
Family & Child Activities	29 - 30
Smiling Tooth Template	31
Book List	33
Newsletter Oral Health Facts	34
Resources & References	35 - 37
Oral Health Education Materials	35 - 36
Resources & References List	37

Healthy Smiles for Mom and Baby Oral Health Training

OVERVIEW

Medical and community workers discuss many health concerns with families. Oral health may be a topic where a professional's confidence and comfort level falls short of other health related topics. This discomfort may result from lack of information or training on what it takes to have a healthy mouth or how to guide an oral health discussion with a pregnant woman or a family of a young child. While the online training was initially designed for non-dental health workers, clinical and non-clinical dental professionals report that they appreciate the current information on dental care for pregnant women, infants and toddlers.

The *Healthy Smiles for Mom and Baby (HSMB) Oral Health Training* is a free online course for Wisconsin professionals working with pregnant women, infants and toddlers. The training combines oral health information with conversation techniques for effective family-centered oral health discussions. Each module includes reflection activities and videos demonstrating how to guide an oral health discussion with families.

Module 1 – Oral Health Conversations

Module 2 – Oral Health for Infants and Toddlers

Module 3 – Oral Health for Pregnant Women

Module 4 – Oral Health Goal Setting with Families



At the conclusion of training participants will be able to:

- Identify risk factors associated with dental diseases
- Provide oral health education to pregnant women and parents/caregivers of infants and toddlers
- Guide families with setting oral health goals and developing strategies to prevent dental disease
- Provide appropriate referral and case management

REFLECTION ACTIVITIES & TRAINING VIDEOS

Reflection activities and videos demonstrating how to guide an oral health discussion with families are included at the end of each module. The videos also demonstrate how to use the oral health goal-setting magnets. These activities can be completed individually or in a group and were designed to reinforce oral health learning and to accommodate different learning styles.

The following activities are included at the end of each training module:

Module 1 – Oral Health Conversations

- Listening
- Open-ended questions

Module 2 – Oral Health for Infants and Toddlers

- Reflections case studies – infants and toddlers

Module 3 – Oral Health for Pregnant Women

- Reflections case studies – pregnant women

Module 4 – Oral Health Goal Setting with Families

- Family oral health goal setting



Course participants can be at various levels of oral health understanding prior to and following the online training. To enhance staff confidence and ability to effectively discuss oral health with families, the health coordinator or supervisor may choose to periodically include an oral health activity during staff meetings.

Suggestions to enhance and reinforce staff learning:

- Maximize course completion by setting online training deadline no longer than 4 weeks in the future.
- Reinforce the oral health training by including HSMB online course activities in staff meetings.
- Include the *Healthy Smiles for Mom and Baby Oral Health Training* online course in the new employee onboarding training policies.

COURSE EVALUATION

Healthy Smiles for Mom and Baby Oral Health Training online course is utilizing multiple evaluation methods to ensure content meets the oral health training needs of non-dental professionals.

Evaluations include:

- 10 question pre training survey
- 3 question post training survey

Participants can access a course evaluation by following the SurveyMonkey® link in the post-survey. *HSMB Oral Health Guide for Families* flip charts in English and Spanish will be mailed to each participant who completes the course evaluation. The course evaluation also allows participants the opportunity to do the following:

- Print a training completion certificate
- Order oral health goal setting magnets
- Provide online course comments and suggestions

All survey data will be used by HSMB staff to evaluate the training to determine if statistically significant changes in oral health confidence and/or knowledge has taken place as a result of

participation in the online course. Aggregate data will be included in HSMB progress reports to the Health Resources and Services Administration (HRSA) and shared with participating organizations.

ORAL HEALTH EDUCATION MATERIALS

The following materials will be shipped to participating organizations once the online training course evaluation has been completed by 5 of their members:

- Toothbrushes
 - Adult toothbrushes with toothpaste
 - Infant toothbrushes
- 5 Oral health education toolkits contained in convenient shoulder bags:
 - HSMB training manual
 - *Bright Futures Oral Health Pocket Guide*
 - Laminated *Oral Health Screening Guide*
 - Laminated *Happy Tooth* with dry erase marker
 - Starz Animal tooth brushing model
 - HSMB *Oral Health Guide for Families* – flip charts (English and Spanish)



Oral Health Education Toolkit

The magnets, flip charts, toothbrushes and toolkits have an in-kind value of \$300/organization.

POLICY CHANGE

The goal of *Healthy Smiles for Mom and Baby Oral Health Training* is to create a sustainable training method that ensures staff confidence in family-centered oral health conversations. Participating organizations are encouraged to include the *Healthy Smiles for Mom and Baby Oral Health Training* for current and new staff and to develop a written policy to reflect that it is part of their new staff hire onboarding process.

EXAMPLE

Training checklist for Early Head Start

Pre-natal Trainings for EHS Home Visitors	Initial and Date
Determining access to medical/dental care (facilitating access, if needed)	
Fetal Development	
Nutrition	
Risks of alcohol, drugs and smoking	
Labor and Delivery	
Postpartum Recovery	
Parental Depression (including postpartum depression)	
Infant care and safe sleep practices (including immunizations and well-baby exams)	
Benefits of Breastfeeding	
Father/Family Engagement	
Oral Health Training (<i>Healthy Smiles for Mom and Baby Oral Health Training</i> - online)	
Infant Massage	

ONLINE TRAINING

Course Registration

It will take approximately 90 minutes to complete the four module *Healthy Smiles for Mom and Baby Oral Health Training* online training course. Users can stop and resume at any time. After completing the course, users can print a certificate and order goal-setting magnets and oral health flipcharts (English and Spanish) for use with families.

Healthy Smiles for Mom and Baby Oral Health Training is housed in the Children's Hospital of Wisconsin e-Learning Center. The following step-by-step guide will walk you through the steps to create the two accounts needed to access the course. **Each participant must create their own account.** Use **course code: CHAW** to access the HSMB Oral Health Training course. Please contact Dana Fischer at 414-337-4563 or dfischer@chw.org with any questions.



Children's e-Learning Center: Self-registration for Professionals

This guide will walk you through how to create the two accounts you will need to access Children's Hospital of Wisconsin e-learning courses. First, you will create an account in our Children's e-Learning Center, where you will register for course(s). Next, you will receive access to the Learning Management System (LMS), where you will access our e-learning course(s).

You will create separate usernames and passwords for the e-Learning Center and LMS, but be able to make them the same so they are easier to remember. Please be sure to record both because you will use them each time you register for, and access courses.

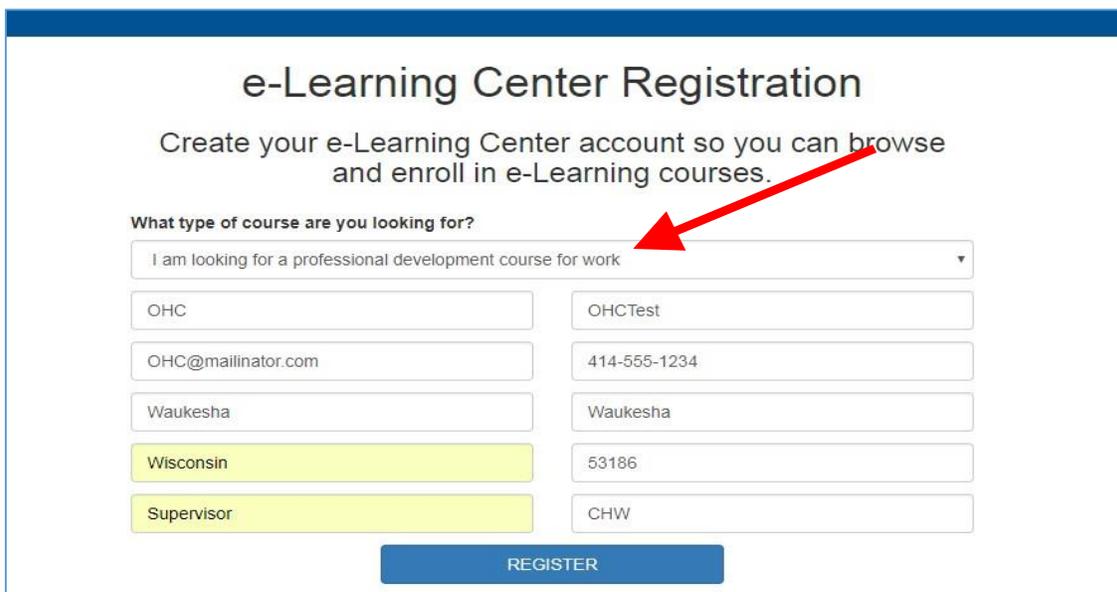
Returning e-Learning Center users

- If you are a returning e-Learning Center user, log in to the e-Learning Center at <https://chwelearning.force.com/login>, using the same username and password that you used before.
- Your username is your email address. If you have forgotten your password, select "Forgot Your Password" in the lower left corner.
- Your username and password for the LMS are also the same as before. Once you have registered for courses, you can log into the LMS at <http://healthykids.chw.org/login/index.php>.
- Skip to number 8 to select and register for courses.

New e-Learning Center Users

Setting up your Children's e-Learning Center Account

1. Start your registration for the Children's e-Learning Center at:
https://CHWeLearning.force.com/ch_register
2. Select the type of course you are looking for from the course type drop down: "I am looking for a professional development course for work."



e-Learning Center Registration

Create your e-Learning Center account so you can browse and enroll in e-Learning courses.

What type of course are you looking for?

I am looking for a professional development course for work

OHC

OHC@maillinator.com

Waukesha

Wisconsin

Supervisor

OHCTest

414-555-1234

Waukesha

53186

CHW

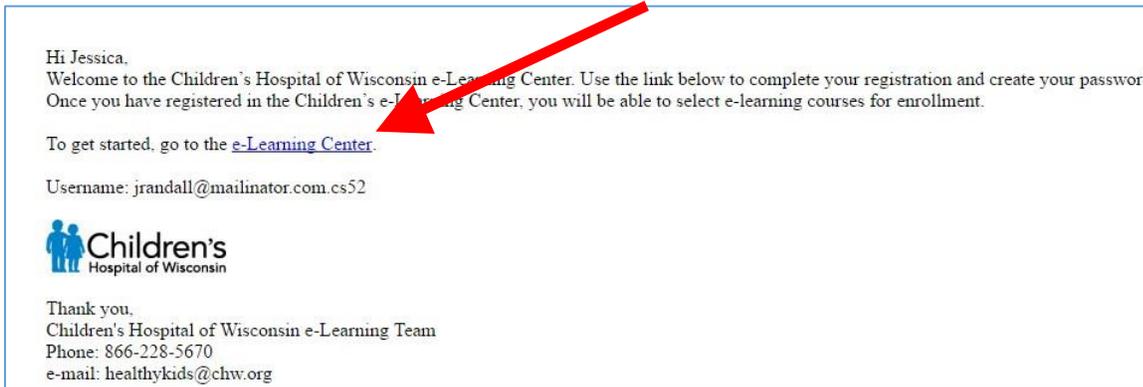
REGISTER

3. Enter all contact information. Once you have completed all fields, click the 'Register' button on the bottom to complete your e-Learning Center registration.
4. When you click "Register" you will receive the following message.

e-Learning Center Registration Success!

Thank you for creating your Children's Hospital of Wisconsin e-Learning Center account. You have been sent an email with a link to create your account password. Once you complete this process, you will be able to access the e-Learning Center and select courses for enrollment. This e-mail will be sent from eLearning@chw.org. If you do not receive this confirmation e-mail, check your spam folder and add our e-mail address to your contacts.

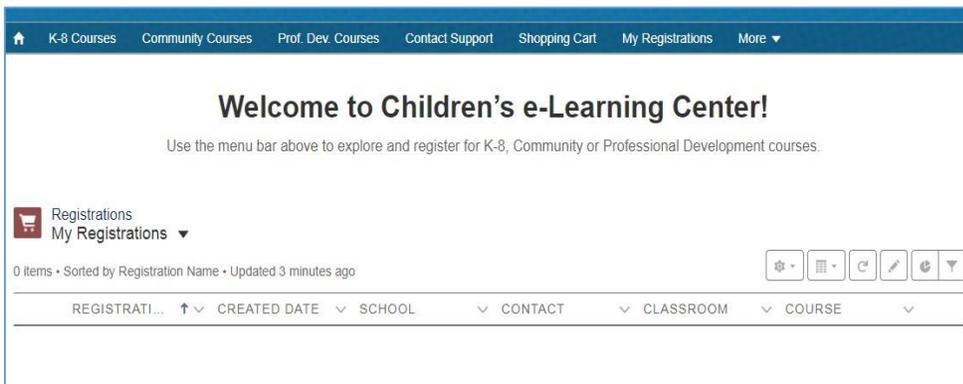
5. After completing the registration form, you will receive a confirmation email. Click on the link in the e-mail to enter the Children’s e-Learning Center.



6. You will be prompted to change your password.



7. Welcome to Children’s e-Learning Center! Once in the e-Learning Center, you can view courses, create an e-learning course registration, read support articles, contact support and more.



Registering for courses

8. In the blue menu bar above the Welcome statement choose Prof. Dev. Courses

Professionals looking for courses related to their work, explore courses here

Click on a course name for information on course content and to enroll. If you'd like additional information on any of the Children's courses, click Contact Support in the menu bar above.

Courses
Professional Development Courses ▾

2 items • Sorted by Course Name • Filtered by Record Type, Visible on eLearning Center, Course Category • Updated 8 minutes ago

	COURSE NAME ↑	COURSE FULL NAME	COURSE DESCRIPTION	
1	Oral Health for Home Visitors	Oral Health for Home Visitors	This course provides oral health information and conversation techniques for effective oral health conversations with families. Designed specifically for you, the home visitor, because of the important role you play in the lives of children and families.	▾
2	Test Professional Dev Course	Test Professional Dev Course		▾

9. The list of course names will appear. Click on the course name for information and to enroll.

10. Choose “Add this Course to Cart”.

Once you have finished selecting courses, click SHOPPING CART in the navigation bar to check out and complete your registration.

Course
Oral Health for Home Visitors

[Add this Course to Cart](#)

DETAILS

Course Name
Oral Health for Home Visitors

Course Description
This course provides oral health information and conversation techniques for effective oral health conversations with families. Designed specifically for you, the home visitor, because of the important role you play in the lives of children and families.

Course Full Name
Oral Health for Home Visitors

Course Start Date
10/11/2017

Course End Date

11. Locate the Access Code given to you by your employer. This will serve as the discount code needed to remove all course fees. Enter the Access Code in the space provided. Review the Terms and Conditions and check this box indicating you agree. Click to Save.

Course
Oral Health for Home Visitors

Access Code

Access Code Info
Some courses require an access code to complete registration. If you are unable to register for a course, please click Contact Support in the navigation menu, or contact us at 866-288-5670 or eLearning@chw.org

Terms and Conditions

Terms and Conditions Link
<http://www.healthykidslearnmore.com/termsandconditionsind>

I accept the Terms and Conditions

Cancel Save

12. To add additional courses to your cart, click on the Prof. Dev. Courses on the menu bar to choose your next course.

13. Once you have finished selecting courses, click SHOPPING CART in the navigation bar to check out and complete your registration.

ITEM NAME	CLASSROOM	COURSE	CONTACT	ORIGINAL	DISCOUNT	TOTAL		
 R-05922		Oral Health for Home Visitors	OHC OHCTest	\$5.00	\$5.00	\$0.00	Remove	
						Subtotal	\$0.00	Checkout

14. You will be prompted to verify your shopping cart. If everything is correct, click 'Submit'. Your order has been completed.

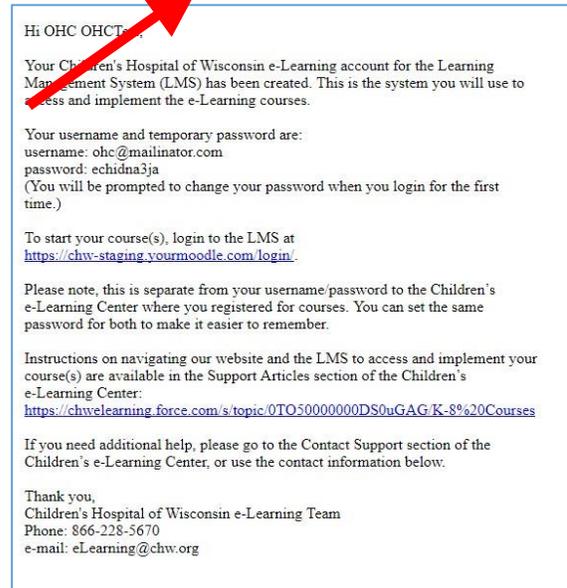
ITEM NAME	CLASSROOM	COURSE	CONTACT	ORIGINAL	DISCOUNT	TOTAL
 R-05922		Oral Health for Home Visitors	OHC OHCTest	\$5.00	\$5.00	\$0.00
Subtotal						\$0.00

15. The 'Thank You' window will open directing you to check your email for an order summary, course confirmation and enrollment details.

16. If you have taken other courses with us, you will receive an email, similar to the one below, confirming your registration. If this is the first course you've registered for with us you will receive a separate email including your username and password for the Learning Management System (LMS). That email will come from Healthykids@chw.org. The LMS is where you will access the courses.

17. If you are new to our LMS, the email with your username and password for the Learning Management System (LMS) will come in a separate email from the Children's e-Learning Center. The LMS is where you will access your course/s.

If you have used the Children's health e-learning courses before, your username and password will remain the same and you can log in at <http://healthykids.chw.org/login/index.php>.



18. You will also receive an email from Healthykids@chw.org that will serve as your receipt.



19. To set up your username and password for the LMS, click on the link in the email to <http://healthykids.chw.org/login/>. Enter the username and temporary password given in the email. You will be prompted to change your password before you can continue.

Please note: your username/password for the LMS is separate from your username/password to the Children's e-Learning Center where you registered for courses. Your email address is the username for both. You can set the same password for both to make it easier to remember. You will use these passwords each time you register and access courses, so be sure to record them.

Change password

Username: jnichols24@gmail.com

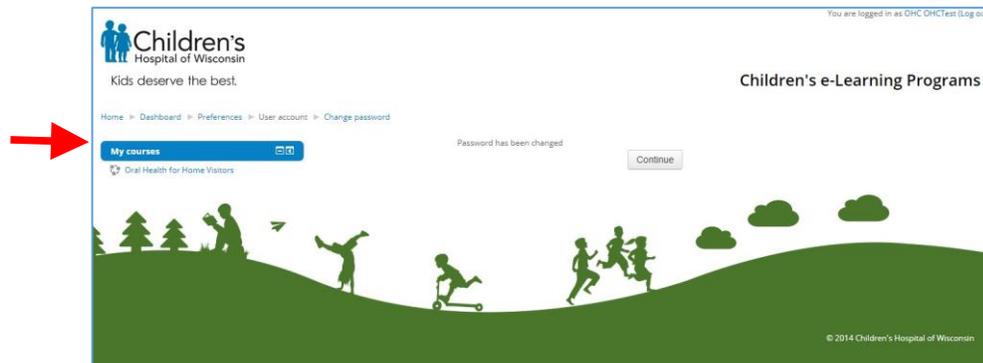
Current password*

New password*

New password (again)*

There are required fields in this form marked *

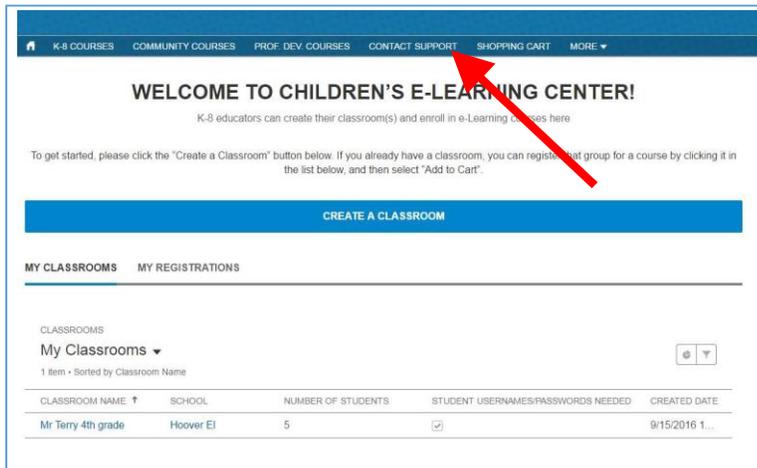
20. Once you update your password, you will be connected to the LMS and access to the course(s) for which you registered. The courses you have enrolled in will be listed under the "My Courses" navigation bar on the left.



21. Click on the title of the course you want to start and then choose from the course activities to get started.



Contacting Support



22. If you need assistance at any time go back to the e-Learning Center (<https://chwelearning.force.com/login>). From here you can click “Contact Support” from the main menu.
23. From this page you can contact customer support on the left or check out our knowledge articles on the right for more information. You can also contact us at eLearning@chw.org or 866-228-5670.

CONTACT CUSTOMER SUPPORT

TOPIC*

TYPE*

Subject*

Description*

COURSE

Add Attachment

NEED ANSWERS FAST?
Check out these articles...

- Knowledge Articles for Flu
Jul 21, 2016
- This is sample article
Jun 23, 2016
- Knowledge 6/27
Jun 28, 2016

Helpful Links

Children’s e-Learning Center

To Log back into the Children’s e-Learning Center to manage your course registration(s) once your account is created go to: <https://chwelearning.force.com/login>

Children’s Learning Management System (LMS)

To log into the LMS to access your courses, go to: <http://healthykids.chw.org/login/>

***Reminder: You will receive separate usernames and passwords for the e-Learning Center and LMS, but be able to make them the same so they are easier to remember. Please be sure record both because you will use need them each year to register for, and access courses.**

Online Oral Health Training

COURSE OBJECTIVES

At the conclusion of training participants will be able:

- Identify risk factors associated with dental diseases.
- Provide oral health education to pregnant women and parents/caregivers of infants and toddlers.
- Guide families with setting oral health goals and developing strategies to prevent dental disease.
- Provide appropriate referral and case management.

OUTLINE

Module 1: – Oral Health Conversations

- I. Oral health conversation techniques
- II. Partnering with families
- III. Tips for promoting oral health
- IV. Motivational interviewing introduction
- V. Motivational interviewing *Do's and Don'ts* video
- VI. Activities
 - a. Open-ended questions
 - b. Listening
- VII. Video

Module 2 – Oral Health for Infants and Toddlers

- I. Dental caries (tooth decay)
 - a. Cause and progression
 - b. Risk assessment
- II. Dental caries prevention
 - a. Fluoride
 - b. Diet
 - c. Home care
- III. Dental care and case management
- IV. Video and reflection activity

Module 3 – Oral Health for Pregnant Women

- I. Dental diseases
 - a. Risk assessment
 - b. Dental caries
 - c. Periodontal (gum) disease
- II. Dental disease prevention
 - a. Diet
 - b. Home care
- III. Dental care and case management
- IV. Video and reflection activity

Module 4 – Oral Health Goal Setting with Families

- I. Goal setting
- II. Assessing confidence
- III. Dental care and case management
- IV. Video and goal setting activity

Online Module 1 – Activity

Open-Ended vs Closed-Ended Questions

Facilitator’s Guide

An open-ended question requires more than a yes or no answer. Start conversations with an open-ended question to engage a parent or pregnant woman. Using open-ended questions allows a parent or pregnant woman an opportunity to fully express their ideas and thoughts.

Open-ended questions reflect your willingness to listen and partner with families. Refrain from questions that include words or phrases that may be perceived by families as judgmental.

DO – *“Tell me a little about how you care for your child’s mouth.”*

Avoid – *“Do you brush your child’s teeth 2 times a day?”*

ACTIVITY ONE

Test your skill in recognizing an open-ended or closed-ended question by circling the correct response. Answers are located at the bottom of page 2.

- | | | |
|---|------|--------|
| 1. Are you going to take your child to the dentist? | Open | Closed |
| 2. How often do you brush your child’s teeth? | Open | Closed |
| 3. What else might you try to get your child’s teeth brushed? | Open | Closed |
| 4. What are your challenges to making a dental appointment? | Open | Closed |
| 5. Do you eat a balanced diet? | Open | Closed |
| 6. What changes have you noticed in your mouth during your pregnancy? | Open | Closed |

ACTIVITY TWO

Take into consideration what information you are looking for when determining the questions you ask of a parent or pregnant woman. You will discover far more information in a shorter period of time when an open-ended question is asked of the family, than you would have using a closed-ended question.

If your objective is to discover a child's dental care experience, you may want to ask the following open-ended question while avoiding the close-ended question example:

DO – “What was your child’s last visit to the dentist like?”

Avoid – “Have you taken your child to dentist within the last 12 months?”

Practice your new skills by rewriting the following close-ended questions as open-ended questions. The rephrased conversation starters are only one example. Challenge yourself to see if you can discover more than one question that will provide you with the information you seek. The text in pink provides the facilitator with ideas to consider when leading an oral health discussion based on the questions that follow.

1. Do you brush your child’s teeth every night?

This question is closed-ended and only invites a yes or no answer. The response to this type of question will typically provide very little information.

Rephrased example: Tell me about your child’s mouth cleaning routine.

2. Don’t you think your child is old enough to drink from an open cup?

This question is judgmental and reflects the interviewer’s bias.

Rephrased example: What advantages are there in having your child learn to drink from an open cup?

3. Do your gums bleed when you brush your teeth?

This question is closed-ended and only invites a yes or no answer. The response to this type of question will typically provide very little information.

Rephrased example: Share with me some information about the health of your teeth and gums and if you are experiencing any pain, swelling, bleeding or infection.

4. Last time, we talked about how important it is that you go to the dentist. Have you made a dental appointment yet?

This question is closed-ended and only invites a yes or no answer. The respondent may become defensive and respond with an answer he/she feels you want to hear or is “correct”.

Rephrased example: On our last visit you expressed a goal to make an appointment with a dentist. How have you progressed toward reaching your goal?

Answers to Activity 1

1. Closed, 2. Closed, 3. Open, 4. Open, 5. Closed, 6. Open

Online Module 1 – Activity

Listening

Facilitator’s Guide

You demonstrate your willingness to partner with families when you engage families in an open discussion and actively listening to what is being said. You may be tempted to lead or offer advice during oral health discussions without considering a family’s needs and desires.

LISTENING ACTIVITY

This activity will help you discover how challenging it is to listen to another individual without interjecting your thoughts or suggestions. You also will experience what it is like to have someone really listen to what you have to say.

Step 1: Divide participants into groups of two.

Step 2: Designate one individual as the story teller and the other as the interviewer.

Step 3: Have the interviewer ask the story teller one of the following questions:

- *“Tell me about a time when you really felt like you learned something.”*
- *“Tell me about your professional goals for the next five years.”*
- *“What would be something you would change about our world today?”*
- *“What do you like best about what you do?”*

The story teller will answer the question for two full minutes.

Once the question is asked, the interviewer cannot speak and may only use nonverbal communication. (smile, head nod....)

Step 4: Reverse roles and ask another open-ended question from the list above or develop your own question.

Reflection

When playing the role of the story teller:

- What feelings did you experience when responding to the question?
- How did the interviewer’s responses affect you?
- What did you appreciate or not appreciate about how the interviewer responded?
- What would you change about the scenario?

When playing the role of the interviewer:

- What feelings did you experience listening to the story teller’s response?
- How did your silence affect you?
- What would you change about the scenario?

Online Module 2 – Activity

Reflections – Infant & Toddler

Facilitator’s Guide

The online Oral Health for Infants training module covered the tooth decay process and how to prevent cavities in children. Experience and practice of oral health discussions with families are effective skill development strategies.

This activity will allow you to reflect on what you have learned and practice what you might do or say in the following three scenarios. The text in pink provides the facilitator with ideas to consider when leading an oral health discussion based on the cases that follow. *There is no single correct response to each case study.*

ACTIVITY ONE – Case Study

A 2 year old child in your caseload has sixteen of her primary teeth. She has yet to grow the last four primary molars into her mouth. As you look into her mouth, you see at least eight large cavities.

Ask yourself or discuss in a group the following questions:

1. What are some possible reasons this child has severe tooth decay?

Consider: Mother or sibling has untreated tooth decay; child’s diet, not weaned from bottle, bottle in bed, training cup with juice or sugar drink always available ...

2. What questions might you ask of the parent to determine if the child needs a dental referral or case management?

Possible questions: What was your child’s experience during his/her last dental visit? (open-ended question) Follow up to determine if child has pain, if family members have a dental home, type of dental insurance ...

3. How might you approach or what questions might you ask to guide the parent in the understanding of the child’s oral disease?

Possible question: Why do you think your child has these large cavities? (assessing parent’s knowledge) Follow up by asking permission to share some of the information you have learned about tooth decay. (use visual aids)

4. What questions might you ask to help the parent follow through with the needed dental care?

Consider: Use the confidence scale to identify strengths and challenges in meeting the dental care goal. (Module 4)

5. What is the likelihood that the child will develop tooth decay in the last four primary molars if there are no changes in diet, fluoride exposure or oral hygiene? Why?

Consider: Likelihood of new tooth decay is high (70-90 percent) if no changes are made. Fixing the decayed teeth did not stop the disease process; it restored the result of the disease process (cavities). The new teeth will be exposed to the same factors that caused tooth decay in the other teeth if healthier habits are not adopted.

ACTIVITY TWO – Knowledge Application

Multiple oral health messages delivered throughout the year enable a family to see how oral health fits into their daily lives and routines. This activity aids in the discovery of other opportunities to reinforce healthy oral health habits. Unhealthy habits or lack of routine (misuse of sippy training cups, excessive juice consumption, etc.) may be factors in a family's challenges with raising a child.

In the following family situations consider:

- What oral health related **habit** may be contributing to each of the following three family challenges?
- What oral health related **strategies** might you include when helping a family overcome each of these challenges?

1. Family has been unsuccessful with potty training or the child is consistently soaking through their diapers. (consider – oral health related habit and your strategy options)

Consider: Overuse of training cup. Child may be consuming so much liquid that he/she produces a lot of urine.

Strategy option: Ask questions to determine level of concern and willingness to adopt a healthier habit.

2. Child is not eating food at mealtimes. (consider – oral health related habit and your strategy options)

Consider: Overuse of training cup containing juice or milk. Child may be consuming so many liquid calories that he/she is not hungry at mealtime.

Strategy option: Ask questions to determine level of concern and willingness to adopt a healthier habit.

3. Family cannot effectively brush their child's teeth. (consider – oral health related habit and your strategy options)

Consider: Age of child and ability to cooperate.

Strategy option: Use HSMB flip chart to illustrate tooth brushing positions, demonstrate on tooth brushing model and allow parent an opportunity to brush child's teeth. Give parent a pattern for brushing so they can complete the task quickly and effectively. Explain to parent how to use distraction. (sing songs, tell silly stories ...)

4. Family is having difficulty establishing a regular bedtime for the child. (consider – oral health related habit and your strategy options)

Consider: Brushing the teeth prior to bedtime is a healthy habit.

Strategy option: Help parent establish a regular bedtime using Brush, Book, Bed.

ACTIVITY THREE – Oral Health Conversations

You are discussing oral health with a family of a child with several decayed teeth. The parent has asked for more information on why frequent snacking is a reason her child has cavities. How might you use the example of two cookies to illustrate acid attacks and the understanding of the effects of frequent carbohydrate and sugar consumption?

*Consider: Tooth decay bacteria produces acid (acid attack) for approximately 20 minutes after a person eats carbohydrates/sugars. **Frequency** of eating carbohydrates/sugars **increases** the amount of **time teeth are exposed to acid**. In the tooth decay process, it is **not about how much** carbohydrates/sugars are eaten, **rather how often**.*

Example: You have two cookies. If you eat both cookies now, you will have 20 minute acid attack. If you eat one now and the other 20 minutes from now, you will have a 40 minute acid attack.

Online Module 3 – Activity

Reflections – Pregnant Woman

Facilitator’s Guide

The online Oral Health for Pregnant Women training module covered periodontal disease and the safety of dental care during pregnancy. Experience and practice of oral health discussions with families are effective skill development strategies.

The following activities will allow you to reflect on what you have learned and practice what you might do or say in the following scenarios. The text in pink provides the facilitator with ideas to consider when leading an oral health discussion based on the cases that follow. *There is no single correct response to each case study.*

ACTIVITY ONE – Case Study

Jane, who is pregnant, chose the goal of making a dental appointment following a discussion during your previous home visit. Today, Jane reports that she was unable to make the dental appointment because the dentist would not provide care to a pregnant woman.

Ask yourself or discuss in a group the following questions:

1. What are some possible reasons the dentist would not see Jane?

Consider: Lack of dental training on treating pregnant women, fear of harming woman or baby, liability concerns ...

2. What open-ended questions might you ask of Jane to gather more information?

Consider: Has dental care been delivered previously by this dentist? Is this Jane’s dental home?

Possible question: What has been your previous experience with this dentist?

3. What might you suggest or do to help Jane make a dental appointment?

Consider: Is Jane experiencing pain, bleeding, swelling or infection? Is there an urgent need for Jane to see a dentist? Assist Jane with making a dental appointment by advising her on how to report her dental condition to her regular dentist or with another dentist.

4. Who might Jane choose to advocate for her so she can receive the needed dental care? Why?

Consider: Many professionals respond to information provided by their peers or professional colleagues. Potential advocates may include Jane’s primary care physician, OB/GYN or Midwife.

ACTIVITY TWO – Case Study

Marie, who is pregnant, describes how she has some pain and bleeding of her gums when she brushes her teeth.

What oral health related **strategies** might you include when helping Marie?

1. What additional questions might you ask to further understand Marie's concerns?

Consider: When was the last time you saw a dentist? It is important that a pregnant woman have a dental exam and complete any necessary treatment prior to delivery.

2. How would you explain bleeding gums and oral health during pregnancy?

Important considerations:

- *Taking care of the mouth while a woman is pregnant is important for her health and the health of her baby.*
- *Bleeding gums are a sign of gingivitis (inflammation of the gums) or periodontal disease (infection of the gums and structures that support the teeth).*
- *Oral health care, including necessary x-rays, local anesthesia and pain medication is safe throughout pregnant.*

3. What might you suggest for her daily oral hygiene?

Consider: If the gums are sore, suggest an ultra-soft toothbrush and rinsing every night with an over-the-counter fluoridated, alcohol-free mouth rinse. Bleeding gums is an indicator for Marie's need for dental care.

ACTIVITY THREE – Case Study

Carla, who is pregnant, reports that she wakes up in the morning with a lot of deep red blood on her pillow and her gums bleed without her even touching them.

What oral health related **strategies** might you include when helping Carla?

1. Who should Carla call to report what is happening?

Consider: Deep red bleeding of the gums, especially if it occurs spontaneously without touching them, may be a sign of a serious health problem. Carla should immediately call the medical provider overseeing her obstetric care to report the bleeding. You may want to assist Carla with getting an appointment by reviewing how she would describe the bleeding during the phone call to her health care provider.

2. When should Carla make the call?

Consider: Now! Due to the potential seriousness of her condition.

ACTIVITY FOUR – Case Study

During an appointment, you notice that your pregnant client, Tanesha, has a very swollen face. You know from previous discussions, Tanesha has several very large cavities. You suspect that the swelling is from an infection of one of her teeth.

What oral health related **strategies** might you include when helping Tanesha?

1. What is the primary concern when dealing with dental infections?

Consider: Dental infections that cause swelling of the face have the potential to seriously affect her health and the health of her baby. This type of infection is referred to as a facial cellulitis and can cause the death of Tanesha and her unborn baby, if not treated immediately.

2. What is the next step in addressing Tanesha's immediate health need?

Consider: Tanesha has an urgent need for medical care and should immediately call her medical provider. If the medical provider is not available to see her immediately, she should proceed to the nearest urgent care or hospital emergency room. It is critical that she not delay. You may want to assist Tanesha by reviewing how she would describe the swollen face due to a dental infection during the phone call to her health care provider or when she reports for urgent/emergency care.

ACTIVITY TWO – Role Playing

Online training modules 1 and 4 and accompanying videos, address partnering with families and goal setting. Now it is your turn to practice goal setting using the following steps:

Step 1: Find a partner to form a group of two.

Step 2: Designate one individual as Wendy and the other as the health educator.

Step 3: Have Wendy tell the health educator the oral health goal she has chosen.

Step 4: Next the health educator asks Wendy,

“On a scale of 1 to 10, with 1 being not confident and 10 being very confident, how confident are you that you can [insert goal]?”

Step 5: Continue the conversation using open-ended questions, affirmations, reflective listening and summary.

Tip: If Wendy has chosen a 5, the health educator might continue the conversation by asking Wendy, *“Why did you choose a 5 and not a 1 or 2?”*

Consider: Wendy is most likely to respond with all the reasons she can accomplish the goal when we use a lower number in our follow-up question than the one she gave. The positive affirmations declared by Wendy help her to develop confidence in her decision.

If we had asked, “why didn’t you chose a 9 or 10”, Wendy is more likely to respond with all the reasons she can’t accomplish the goal.

Barriers to reaching the oral health goal can be identified if the health educator then follows-up with, “what would it take for your confidence to raise to a 7 or 8?” Using the OARS in motivational interviewing, the health educator and Wendy can then partner to identify strategies that can help Wendy move forward toward reaching her goal.

Step 6: Reverse roles and choose another oral health goal.

ASK THE PREGNANT WOMAN OR PARENT TO CIRCLE THEIR GOAL ON A HSMB GOAL-SETTING MAGNET



Oral Health Education for Parents/Caregivers

HSMB online oral health training, videos, activities, oral health education toolkit and training manual were designed to help the non-dental professional acquire the knowledge, confidence and skills necessary to have effective oral health discussions with families. Oral health education tips for parents/caregivers and pregnant women are contained in the following two sections.

ASSESSMENT

Asking triage questions to assess the immediacy of a child's oral health needs is an important first step in oral health education. Dental infection can seriously affect a child's health and needs to be prioritized. The following are questions that can be asked of parents/caregivers to determine appropriate case management services.

1. Does your child have swelling of the face from an infected tooth?

If "Yes" response to question 1, the parent/caregiver should seek immediate care for the child from their dentist, physician or proceed to the nearest hospital emergency department. Facial swelling from an infected tooth can be life threatening and the infection needs to be treated immediately.

2. Does your child have tooth pain, infection or a dental abscess?

If "Yes" response to question 2, assist with arranging a dental appointment within 24 hours.

3. Does your child have cavities or any white or brown spots on his/her teeth?

If "Yes" response, refer to a dentist and offer assistance in making an appointment if needed.

TAKE HOME MESSAGES

Oral health education can involve several topic areas including oral health knowledge, daily oral care, case management and family goal setting. Oral health concerns and problems are best addressed when you and the family develop a strong partnership by working as a team and tailoring education to meet the family's needs and goals. Effective oral health education also involves scheduling time to follow up, encourage and support the family's progress toward meeting their oral health goals.

Key take home messages for you to emphasize with parents/caregivers for the prevention of dental disease include:

1. Tooth decay is caused by bacteria/germs.
2. Frequent consumption of carbohydrates/sugars increases the child's risk of developing tooth decay.
3. Parent needs to brush/assist child with toothbrushing until age 8.
4. Fluoride in drinking water and toothpaste help reduce risk of tooth decay.
5. Regular dental care for all family members is important for good oral health.

TOOLKIT

The Healthy Smiles for Mom and Baby Oral Health Education Toolkit contains visual and hands-on materials that can be used during oral health discussions with families. Materials include:

1. HSMB *Oral Health Guide for Families* – flip chart (English and Spanish)
2. Goal-setting magnet
2. Toothbrushing model and toothbrush
3. Sample toothbrush and tooth paste
4. Laminated *Oral Health Screening Guide*
5. Take home brochures and materials



Oral Health Education Toolkit

Providing oral health education and guiding families with oral health decision making are skills that are not acquired overnight. The online training videos and activities (Modules 1, 2, 4) provide examples of oral health conversations and case studies for you to review individually or during team meetings. <https://healthykids.chw.org/login/index.php>

Steps for teaching how to brush a child's teeth:

- ✓ Use *Toothbrushing* page in the *Oral Health Guide for Families* flip chart to discuss toothbrushing with parent/caregiver.
- ✓ Demonstrate proper toothbrushing on model.
- ✓ Have parent/caregiver demonstrate brushing their child's teeth or animal model's teeth.

EXAMPLE

How to use the toolkit to teach a parent how to brush their child's teeth

Oral Health Education for Pregnant Women

HSMB online oral health training, videos, activities, oral health education toolkit and training manual were designed to help the non-dental professional acquire the knowledge, confidence and skills necessary to have effective oral health discussions with families. This section contains oral health education tips when working with pregnant women.

ASSESSMENT

Asking triage questions to assess the immediacy of a pregnant woman's oral health needs is an important first step in oral health education. Dental infection can seriously affect the health of a pregnant woman or her unborn child and needs to be prioritized. The following are questions that can be asked of the pregnant woman to determine appropriate case management services.

1. Do you have swelling of the face from an infected tooth?
*If "Yes" response to question 1, the pregnant woman should seek **immediate** care from her dentist, physician or proceed to the nearest hospital emergency department. Facial swelling from an infected tooth can be life threatening and the infection needs to be treated **immediately**.*
2. Do you have tooth pain, infection or a dental abscess?
If "Yes" response to question 2, assist with arranging a dental appointment within 24 hours.

Additional questions you may want to discover during your conversation may include:

3. Does the pregnant woman have?
 - ✓ Swollen or bleeding gums
 - ✓ Toothache (pain)
 - ✓ Problems eating or chewing food
 - ✓ Other problems in her mouth
4. When was her last dental appointment?
5. Does she need help finding a dentist?
If "Yes" response to any of the above questions, refer to a dentist and offer assistance in making an appointment if needed.

TAKE HOME MESSAGES

Oral health education can involve several topic areas including oral health knowledge, daily oral care, case management and goal setting. Oral health concerns and problems are best addressed when you and the pregnant woman develop a strong partnership by working as a team and tailoring education to meet her needs and goals. Effective oral health education also involves scheduling time to follow up, encourage and support progress toward meeting her oral health goals.

Key take home messages for you to emphasize with a pregnant woman for the prevention of dental disease include:

1. Tooth decay and periodontal disease are caused by bacteria/germs.
2. Bleeding gums are not normal and may be a sign of periodontal disease.
3. Frequent consumption of carbohydrates/sugars increases the risk of developing tooth decay.
4. Fluoride in drinking water and toothpaste help reduce the risk of tooth decay.

5. Regular dental care for all family members is important for good oral health.
6. Dental care including necessary x-rays, fillings and extractions can be done safely at any time during pregnancy.

TOOLKIT

The Healthy Smiles for Mom and Baby Oral Health Education Toolkit contains visual and hands-on materials that can be used during oral health discussions with families. Materials include:

1. HSMB *Oral Health Guide for Families* – flip chart (English and Spanish)
2. Goal-setting magnet
6. Toothbrushing model and toothbrush
7. Sample toothbrush and tooth paste
8. Laminated *Oral Health Screening Guide*
9. Take home brochures and materials



Oral Health Education Toolkit

Providing oral health education and guiding a pregnant woman with oral health decision making are skills that are not acquired overnight. The online training videos and activities (Modules 1, 3, 4) provide examples of oral health conversations and case studies for you to review individually or during team meetings. <https://healthykids.chw.org/login/index.php>

Family & Child Activities

HANDS-ON ACTIVITIES

Eat This, Not That! Game

1. Cut out pictures of food from magazines.
2. Ask the children to find healthy foods, such as fruits, vegetables and milk.
3. Then look for unhealthy foods, such as candy and soda.
4. Put all these pictures into a large pile.
5. Take two small brown bags and draw a "happy tooth" on one bag and a "sad tooth" on the other.
6. Together, sort out the pictures and place them in the correct bag.
7. Talk about how to improve your diet for healthy teeth.

Dental Memory Game

The purpose of this activity is to reinforce prevention-oriented dental health concepts.

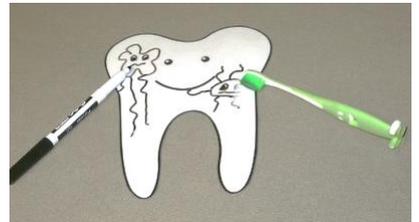
Materials:

- index cards
 - pictures (photocopied in duplicate)
 - oral hygiene aids
 - healthy foods
 - dental equipment and instruments
 - dental team members
 - dental safety tips
1. Cut out pictures and attach each picture to an index card.
 2. Using the deck of index cards, instruct a small group of children to play a memory game by placing all the cards face down and spreading them out on a table.
 3. Each child, in turn, turns over one card and then attempts to locate the card with the matching picture.
 4. If two cards match, the child keeps the set and gets another turn.
 5. The child with the most matching sets at the end of the game is the winner.

Smiling Tooth

Materials:

- Laminated smiling tooth cut-out (see template)
 - Black dry erase marker
1. Draw "cavities" or "germs" on tooth with black dry erase marker.
 2. Have child "brush away" the cavities or germs with a dry toothbrush.
 3. Discuss importance of daily tooth brushing to remove germs and prevent cavities.



Lacing Tooth

Materials:

- Laminated smiling tooth cut-out (see template)
 - 24 or 36 inch shoe lace
1. Punch several holes near outside edge of tooth cut-out using a one-hole punch.
 2. Have child lace the tooth with the shoe lace.



DENTAL SONGS & POEMS

Brushing Song 1

This is the way we brush our teeth,
brush our teeth, brush our teeth.
This is the way we brush our teeth
so early in the morning.

Brushing Song 2

(Sing to the tune of B-I-N-G-O)
In my mouth I have some teeth
E-I-E-I-O
And in my mouth I put my brush
E-I-E-I-O
With a brush, brush here and a brush, brush there
Here a brush
There a brush
Everywhere a brush, brush
In my mouth I'll keep my teeth
E-I-E-I-O

Brushing Song 3

(Sing to the tune of Twinkle, Twinkle Little Star)
Here's my toothpaste,
Here's my brush.
I won't hurry, I won't rush.
Working hard to keep teeth clean,
Front and back and in between.
When I brush for quite a while,
I will have a happy smile.

Are Your Teeth Clean and White?

(Sing to the tune of Do Your Ears Hang Low?)
Are your teeth clean and white?
Do brush them every night?
Do you brush them in the morning?
Do you brush them at night?
Do you brush them side to side?
Are your teeth clean and white?

My Toothbrush (poem)

I have a little toothbrush.
I hold it very tight.
I brush my teeth each morning,
and then again at night.
I go brush, brush, brush
And rinse, rinse, rinse,
And then when they're all clean
I will blow you a kiss.

My Teeth (poem)

Can you see my teeth?
I use them to chew.
I chew things like carrots
so my teeth stay like new.

Can you see my teeth?
I use them to bite.
I bite things like apples
so my teeth will stay white.

Can you see my teeth?
I use them to speak.
I say "t" and "f"
every day of the week.

Can you see my teeth?

I use them to smile.
I brush until my grin
is as wide as a mile!

SMILING TOOTH TEMPLATE





Oral Health Books for Children

Oral Health Care

Highly Recommended

Brush, Floss, and Rinse: Caring for Your Teeth and Gums*

Amanda Doering Tourville, Picture Window Books, 2009

Ready, Set, Brush

Sesame Street, Readers Digest Children's Books, 2008

Brushing Teeth

Mari Schuh, Capstone Press, 2008

Toothful Tales: Becoming Me Cavity Free

Jeanette Flannery Courtad, DDS
Mentors International Publications, 2015

Recommended

Brush, Brush, Brush!

Alicia Padron, Scholastic, 2010

Brush Your Teeth Please

Leslie Mcguire, Studio Fun, 2013

Flossing Teeth*

Mari Schuh, Capstone Press, 2008

Pony Brushes His Teeth

Michael Dahl, Picture Window Books, 2013

Have You Ever Seen a Moose Brushing His Teeth?

Jamie McClaine, JAFS Inc., 2003

Visiting the Dentist

Highly Recommended

At the Dentist*

Mari Schuh, Capstone Press, 2008

Going to the Dentist

Anne Civardi, Usborne, 2010

Dentists Help

Dee Ready, Capstone Press, 2013

Dentists

Kristin L. Nelson, Lerner Publishing Group, 2005

Recommended

Max Goes to the Dentist*

Adria F. Klein, Picture Window Books, 2006

My Dentist, My Friend

P. K. Hallinan, Ideals Children's Books, 2002

A Visit to The Dentist's Office

Patricia J. Murphy, Capstone Press, 2005

A Day in the Life of a Dentist

Heather Adamson, Capstone Press, 2004

The Berenstain Bears Visit the Dentist

Stan and Jan Berenstain, Random House, 1981

General Information About Teeth

Highly Recommended

Loose Tooth*

Mari Schuh, Capstone Press, 2008

Mouth*

Cynthia Klingel and Robert B. Noye, Gareth Stevens Publishing, 2010

I Know Why I Brush My Teeth

Kate Rowan, Scholastic, 2000

Recommended

All about Teeth*

Mari Schuh, Capstone Press, 2008

Snacks for Healthy Teeth*

Mari Schuh, Capstone Press, 2008

The Tooth Book

Dr. Seuss, Random House, 2003

The book list and additional information about each book is available at <http://guides.hshsl.umaryland.edu/dentistry/DentalBooksForChildren>

*Bilingual edition also available

7/15



NEWSLETTER ORAL HEALTH FACTS

Families benefit from hearing oral health messages multiple times in various formats. Consider adding a “Did you know” message in your organization’s newsletters.

Did you know...

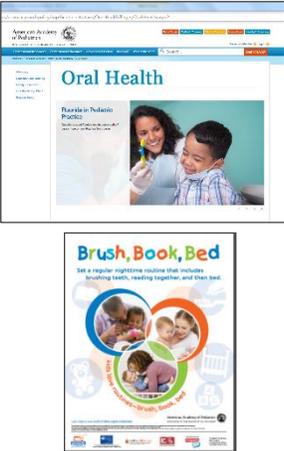
1. To prevent cavities brush your child’s teeth in the morning and right before bedtime with A TINY SMEAR OF FLUORIDE TOOTHPASTE ON A SOFT BRISTLED CHILD-SIZE TOOTHBRUSH. INCREASE FLUORIDE TOOTHPASTE TO A PEA-SIZE DROP AT AGE 3.
2. YOU SHOULD START BRUSHING BABY’S TEETH TWICE A DAY AT THE APPEARANCE OF THE FIRST TOOTH.
3. Cavities are caused by germs that make acid.
4. A child’s last baby tooth will not fall out until around age 12.
5. Cavities in children can cause pain and infection leading to problems with eating, drinking, sleeping and learning.
6. Fluoride is a natural mineral that helps keep the teeth strong throughout your entire life.
7. Parents can spot tooth problems and cavities by lifting their child’s lip and checking the teeth for white or brown spots.
8. Sippy cups should only contain water when used between meals.
9. Children should stop using a bottle around the time they reach their first birthday.
10. You can pass the germs that cause cavities from your mouth to your baby’s mouth when you share spoons, cups or clean off a pacifier in your mouth and give it to your child.
11. Cavities can **Hurt**, can be **Expensive** to fix and are nearly 100% **Preventable**.
12. Parents and caregivers who receive regular dental care and have healthy mouths are less likely to spread the germs that cause cavities to their children.
13. It is safe for a woman to receive dental care at any time during her pregnancy.
14. A child is at risk for cavities as soon as the first tooth starts coming in.

Resources & References

ORAL HEALTH EDUCATION MATERIALS

Handouts, brochures and poster are helpful for reinforcing oral health messages. There are a variety of published oral health education materials available for printing. The materials described in the following chart, have been reviewed for accuracy and developed by reputable state or national agencies.

Illustration	Title	Link
	<ol style="list-style-type: none"> 1. <i>Two Healthy Smiles</i> (English & Spanish) 2. <i>A Healthy Smile for Your Baby</i> (English & Spanish) 3. <i>A Healthy Smile for Your Young Child</i> (English & Spanish) 4. <i>Tips for Good Oral Health During Pregnancy</i> Flyer (English, Arabic, Chinese, Korean, Portuguese, Russian, Spanish and Vietnamese) 	<p>National Maternal and Child Oral Health Resource Center http://www.mchoralhealth.org/materials/brochures-consumer.php pdf available for printing</p>
	<ol style="list-style-type: none"> 1. <i>Brush Up on Oral Health</i> Newsletter Tip Sheet 2. <i>Healthy Habits for Happy Smiles</i> Handouts <p>Multiple Handouts for Families including: Recipes for healthy snacks, <i>Get the Facts About Oral Health</i> – myths during pregnancy</p>	<p>Head Start Early Childhood Education & Knowledge Center https://eclkc.ohs.acf.hhs.gov/oral-health pdf available for printing</p>
	<p><i>text4baby</i> – App, texts and tear pads health messages for pregnant woman through baby’s first year (English & Spanish)</p>	<p>text4baby https://www.text4baby.org/ free</p>

Illustration	Title	Link
	<p><i>A Healthy Mouth for Your Baby</i> – booklet and poster (17” x 22”) Easy to read booklet for parents of infants or toddlers. Booklet explains why baby teeth are important, gives tips on how to prevent early childhood tooth decay, and promotes the age 1 dental visit. (English, Spanish, American Indian/Alaska Native)</p>	<p>National Institute of Dental and Craniofacial Research http://www.nidcr.nih.gov/ free</p>
	<p><i>Healthy Teeth for Happy Smiles</i> brochure (English & Spanish)</p>	<p>Wisconsin Department of Health Services https://www.dhs.wisconsin.gov/publications/p4/p44078.pdf free</p>
	<ol style="list-style-type: none"> 1. <i>Think Teeth See Your Dentist While you are Pregnant</i> 2. <i>Think Teeth Every Step of the Way</i> <p>posters, flyers, tear pads, newsletter and article templates, social media images and messages (English & Spanish)</p>	<p>Centers for Medicare & Medicaid Services https://www.insurekidsnow.gov/initiatives/oral-health/index.html free</p>
	<p>American Academy of Pediatrics website Sections include:</p> <ol style="list-style-type: none"> 1. Advocacy 2. Education and training 3. Family resources <ul style="list-style-type: none"> • <i>Brush, Book, Bed</i> posters and implementation guide 4. Oral health flip charts 5. Practice tools 	<p>American Academy of Pediatrics https://www.aap.org/en-us/advocacy-and-policy/aap-health-initiatives/Oral-Health/Pages/Oral-Health.aspx? pdf available for printing</p>

RESOURCES

1. Brush, Book, Bed – A routine for a child’s bedtime routine
<https://www.healthychildren.org/English/healthy-living/oral-health/Pages/Brush-Book-Bed.aspx>
2. Head Start Early Childhood Learning & Knowledge Center (ECLKC) – Oral health resources for staff and families <https://eclkc.ohs.acf.hhs.gov/oral-health>
3. Head Start Motivational Interviewing Suite
<https://eclkc.ohs.acf.hhs.gov/mental-health/article/motivational-interviewing-suite>
4. **Healthy Smiles for Mom and Baby – Children’s Health Alliance of Wisconsin**
<https://www.chawisconsin.org/hsmb/>
5. National Maternal and Child Oral Health Resource Center (OHRC) – High-quality oral health technical assistance, training and resources <https://www.mchoralhealth.org/>
6. Smiles for Life – Oral health training curriculum for non-dental health professionals
www.smilesforlifeoralhealth.org
7. Tooth Talk – Videos and resources produced by the University of North Carolina
www.Toothtalk.org

REFERENCES

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2. *The Ethics of Dental Treatment During Pregnancy*, T. Raimann, JADA 147(8), August 2016
[https://jada.ada.org/article/S0002-8177\(16\)30337-3/abstract](https://jada.ada.org/article/S0002-8177(16)30337-3/abstract)
3. *Evaluation of an oral health education session for Early Head Start home visitors*, Kevin Glatt, BA, et. al., Journal of Public Health Dentistry, January 2016.
<http://onlinelibrary.wiley.com/doi/10.1111/jphd.12140/full>
4. *Oral Health Care During Pregnancy: A National Consensus Statement* (2012), National Maternal and Child Oral Health Resource Center, Georgetown University.
https://www.mchoralhealth.org/materials/consensus_statement.php
5. *Oral Health Care During Pregnancy and Through the Lifespan* (2013), Committee Opinion Number 569, The American College of Obstetricians and Gynecologists
<https://www.acog.org/Resources-And-Publications/Committee-Opinions/Committee-on-Health-Care-for-Underserved-Women/Oral-Health-Care-During-Pregnancy-and-Through-the-Lifespan>
6. *Oral Health Educational Resources for Home Visitors and Families: Environmental Scan* (2018), Association of State and Territorial Dental Directors, Early Childhood Home Visiting Committee. <https://www.astdd.org/docs/home-visiting-environmental-scan-2018.pdf>

HEALTHY
SMILES

FOR MOM
AND BABY

★ Children's Health
Alliance of Wisconsin