

# ACCESS TO ORAL HEALTH SERVICES FOR DELAWAREANS WITH DISABILITIES: DENTAL WORKFORCE TRAINING IN DELAWARE

## Evaluation Report

Center for Disabilities Studies  
College of Education and Human Development  
University of Delaware  
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# Access to Oral Health Services for Delawareans with Disabilities: Dental Workforce Training in Delaware

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## Executive Summary

This report presents the evaluation summary and supporting data from the U.S. Health Resources & Services Administration (HRSA) Oral Health Project trainings conducted for the dental workforce during the first half of 2018.

The trainings were conducted as part of the HRSA Oral Health Project by the Center for Disabilities Studies (CDS) at the University of Delaware. The project goal is to improve access to oral health care and services for Delawareans with disabilities by cultivating and improving cultural competency related to disability among the dental workforce in Delaware. In furtherance of this goal, CDS designed four different training modules and conducted dental cultural competency training for dental professionals and their staff. The four training sessions occurred statewide between January 2018 and June 2018. The sessions were comprised of a combination of the four different modules listed below:

- Oral Health Needs of Delawareans with Disabilities
- Preparing Effectively for Treating Patients with Disabilities in Your Practice
- The Dental Patient with Special Needs: Patient Assessment and Planning for Dental Care
- Disability Awareness and Sensitivity

Pre- and post-surveys were given to training participants in order to gauge increase in knowledge. In addition, a follow-up survey was sent out three months after the trainings to see if any practice and/or attitudinal changes occurred.

This report contains the summaries of the surveys. Highlights from the report are:

- The training modules were designed for dentists, dental hygienists, dental assistants, and dental front-office staff. The two largest groups that attended each training were dentists and dental hygienists but assistants and front-office personnel were also represented.
- The first step in proper patient assessment, taught during the *Dental Patient with Special Needs: Patient Assessment and Planning for Dental Care* module, is to take a thorough medical history about the patient. The proportion of respondents giving the correct response increased from 53% before the training to 76% after training.
- In the pre-test for the *Oral Health Needs of Delawareans with Disabilities* module, 67% of participants incorrectly thought transportation was the main reason for delaying dental care among individuals with disabilities. The post-test indicated that this proportion fell to 38% after the training.
- The *Disability Awareness and Sensitivity* training emphasized people-first language: referring to a “person with a disability” rather than a “disabled person.” Prior to the training, the majority of people did not know about people-first language (73%); after training, 98% of participants said they were familiar with the term. It is hoped that this familiarity will translate into the adoption of people-first language.
- In the module *Preparing Effectively for Treating Patients with Disabilities*, it was suggested to participants that a treatment plan for someone who has intellectual disabilities might include using simple language and being repetitive. The proportion of respondents listing these two suggestions increased from 20% before the training to 78% after the training.
- Participants rated all trainings highly. Ranking of trainers’ expertise, clarity, and responsiveness was consistently, on average, 4.0 or above on a ranking scale of 1-5 with 1 low and 5 high. The

majority of participants also said that they would recommend the training to a friend or colleague.

- In the three-month follow-up survey, two-thirds of the respondents (69%) said that the quality of their interactions with patients with disabilities had improved and 85% of the respondents reported feeling more confident in their abilities to treat and interact with patients with disabilities.

## Introduction

Evaluation of the trainings was conducted by the Center for Disabilities Studies (CDS) with support from the Center for Community Research and Service, both at the University of Delaware. The overarching project goal is to improve access to oral health care and services for Delawareans with disabilities by cultivating and improving cultural competency related to disability among the dental workforce in Delaware. In furtherance of this goal, CDS developed and conducted four different dental cultural competency training modules for dental professionals.

The four training modules are:

### **(1) Oral Health Needs of Delawareans with Disabilities**

This module shares the findings from a Delaware dental care survey of adults with disabilities and parents of individuals with disabilities that was conducted by CDS in 2017 as well as information about the oral health disparities experienced by Delawareans with disabilities. First-person accounts bring to light the oral health and dental care issues frequently faced by individuals with disabilities and their parents/caregivers. The training addressed accessibility and accommodations, dental care access, effective communication, step-by-step individualized approaches, and suggestions for improving dental practices for people with disabilities. This module was presented by Louise McCarthy, RDH, CDA, MSM. Ms. McCarthy is a dental public health instructor for the Dental Hygiene Program at Camden County College. She has lectured extensively to dental professionals and caregivers on the importance of proper dental care for individuals with disabilities. She is an advocate for individuals with Intellectual and Developmental Disabilities (IDD) in her current capacity as Development Specialist for The Arc Gloucester in New Jersey.

### **(2) Preparing Effectively for Treating Patients with Disabilities in Your Practice**

Dental professionals are trained to provide the best dental treatment possible to meet patients' needs, yet sometimes have trepidations about treating a patient whose needs are unclear. That does not mean the dental professionals are not capable or competent to treat these patients; it just means that they do not feel prepared. This module provided the tools to prepare effectively for treating patients with disabilities and relieve the trepidation for both the dental professionals and the patients. Suggestions and strategies about the important steps to take prior to the visit were presented, helping make the visit easier and more productive for both dental professionals and patients. This module was presented by Louise McCarthy who also presented the *Oral Health Needs of Delawareans with Disabilities* module.

### **(3) The Dental Patient with Special Needs: Patient Assessment and Planning for Dental Care**

This module was designed to provide dental professionals with the tools to effectively assess patients with complex presentations and provide for their dental needs. Emphasis was on the importance of eliciting a thorough medical, behavioral and social history and how this contributes to developing a care plan and providing chairside treatment. This module provided an overview of dental and craniofacial findings and discussed these findings in the context of the individual patient with a disability. Evan Spivack, DDS, presented this module. A general dentist leading the Special Care Treatment Center at the Rutgers School of Dental Medicine, Dr. Spivack is a professor of pediatric dentistry and has been involved in the education of dental students, dentists and dental team members for over twenty years. He has published and lectured extensively on issues in special care dentistry throughout his career, and he was named the 2015 Arc of New Jersey's health care professional.

### **(4) Disability Awareness and Sensitivity**

Most of us have either experience interacting with people with disabilities personally, professionally or both. We use those experiences to inform how we respond to and care for patients with disabilities in our practices. This module explored the diversity of disability and offers practical strategies that can be implemented to make a dental practice and office more accessible, accommodating, and welcoming to patients with disabilities. The module provided foundational knowledge on disability to enhance understanding of people with disabilities and effectively communicate with them in a dental practice. The training featured several engaging activities and guest speakers with disabilities told their stories. This module was presented by Cory Nourie, MSS, MLSP, Patient Transition Social Work Coordinator for the Nemours Alfred I. duPont Hospital for Children. Ms. Nourie is responsible for supporting young adults with disabilities and special health care needs as they move from pediatric to adult-oriented care. She is a frequent speaker at conferences and workshops for health care providers, young adults and caregivers. Her work is published in several books and journals.

The trainings were conducted at four different locations: three in New Castle County and one in Sussex County. Advertised to dental professionals practicing in Delaware through the Delaware State Dental Society and the Delaware Dental Hygienist Association, continuing education credits were offered to the participants. Pre- and post-tests were given immediately prior to and after each training module to measure gain in knowledge. Respondents were asked if the trainings had motivated them to make or plan any changes in their dental practices. A different mix of training modules was presented at each location due to time considerations and speaker availability:

- (1) January 17, 2018, Newark, Delaware. All four training modules were presented. Twenty-six participants completed the pre- and post-tests for the trainings.
- (2) February 7, 2018, Milford, Delaware. Three modules were presented: *Oral Health Needs of Delawareans with Disabilities*; *Disability Awareness and Sensitivity*; and *Preparing Effectively for Treating Patients with Disabilities in Your Practice*. Eleven participants completed the pre- and post-tests for the trainings.
- (3) April 18, 2018, Wilmington, Delaware. This training was offered to the residents of the Christiana Care General Dentistry Residency Program at the Christiana Care Wilmington

Hospital. Three training modules were delivered: *Oral Health Needs of Delawareans with Disabilities*; *Disability Awareness and Sensitivity*; and *Preparing Effectively for Treating Patients with Disabilities* in your practice. Seven participants completed the pre- and post-tests for the trainings.

- (4) June 22, 2018, Wilmington, Delaware. This training was offered to incoming first year residents of the Christiana Care General Dentistry Residency Program at the Christiana Care Wilmington Hospital. Two training modules were delivered: *The Dental Patient with Special Needs: Patient Assessment and Planning for Dental Care* and *Disability Awareness and Sensitivity*. Eight participants completed the pre- and post-tests for the trainings.

This report is divided into four sections:

- A summary of the pre- and post-tests for the four different training modules
- A summary of the three-month follow-up survey
- Appendix A, which contains the responses to the pre-, post-, and follow-up surveys
- Appendix B, which contains copies of the pre-, post-, and follow-up surveys. Responses to the pre- and post-tests are combined for comparison.

Due to limited variation, cross-tabulations by dental position, years in dental practice, and county are not presented in this report. Statistically significant differences were not found.

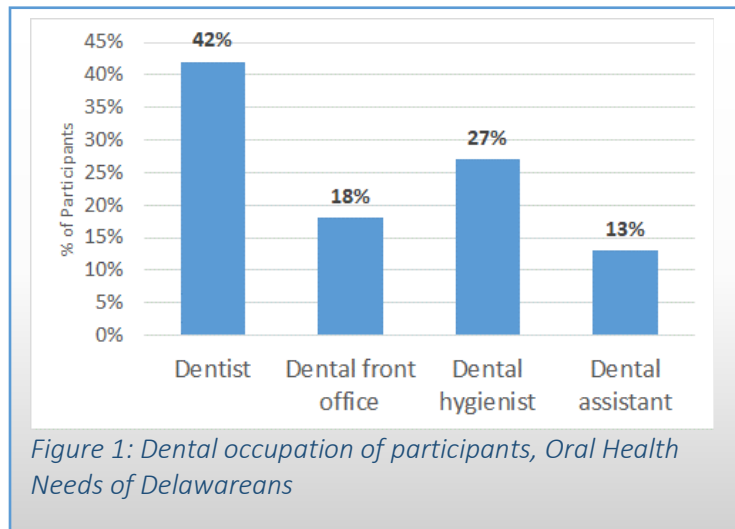
A three-month follow-up survey was sent out electronically to determine if participants had implemented any changes in their dental practices from what they learned in the trainings. Using Qualtrics software, the survey was sent out to 43 people on May 24, June 8, and June 18 of 2018. The participants who were dental residents, not having a practice yet, were not included in the follow-up survey. Thirteen responses were received for a 30% response rate.

## Summary of Trainings

The sections below describe the attendees participating in each of the training modules and summarize the feedback relative to each module. Appendix A contains the combined detailed responses for each training module and the detailed responses for each training module for the four training sessions.

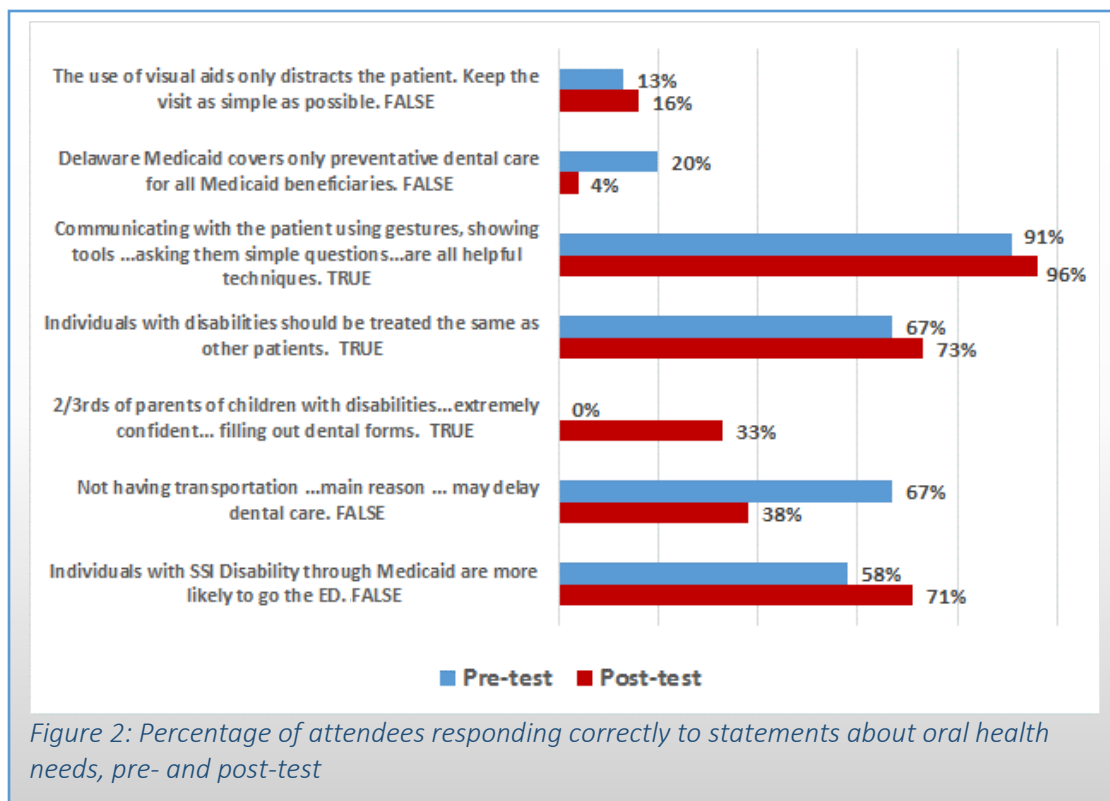
### Oral Health Needs of Delawareans

Attendance at this training (46 completed surveys) was distributed among dentists (42%), dental hygienists (27%), dental front office personnel (18%) and dental assistants (13%) (Figure 1). The majority of the attendees came from New Castle County (86%) and almost half (49%) had twenty years or more experience in the dental field. Approximately one-fourth (22%) had five years or less experience in the dental profession. Respondents did not have interactions with patients with disabilities very often; only 20% chose 4 or 5 on a scale of 1 to 5 indicating they interacted “Very often”.



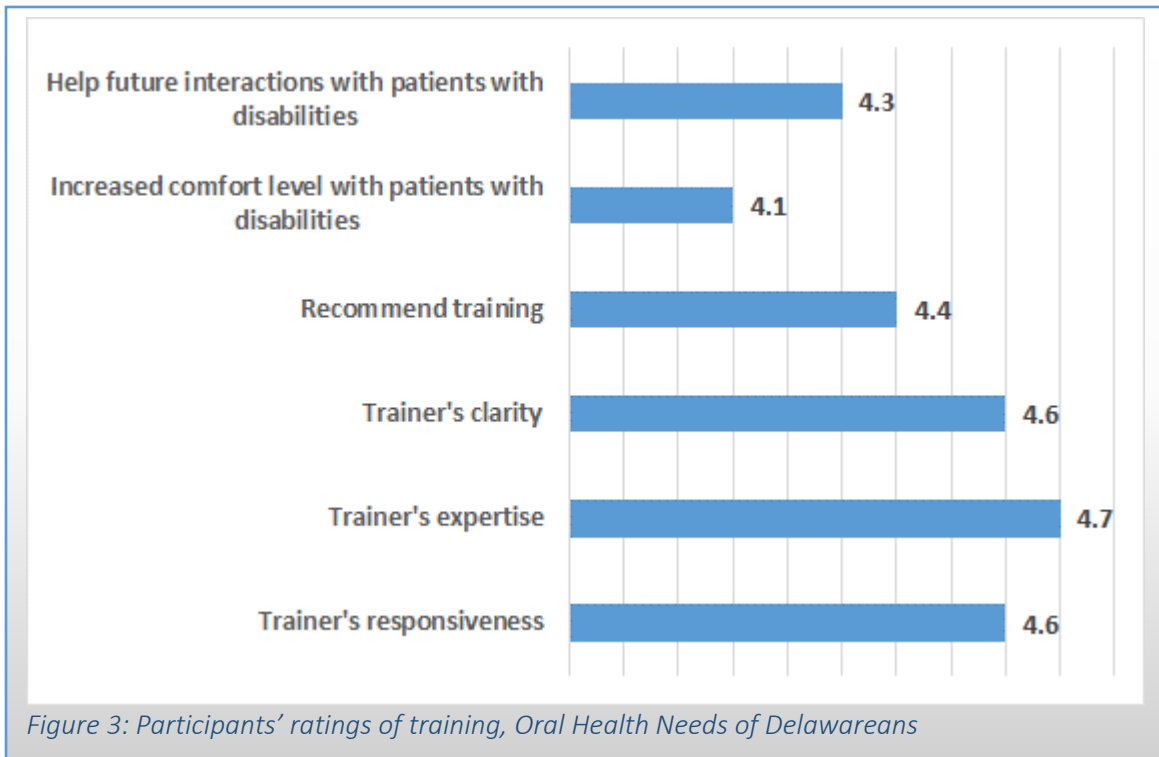
Training participants were asked to respond to eight true or false statements before and after the training (Figure 2). The results indicate some knowledge gain about oral health needs of individuals with disabilities. For example, in the pre-test, 67% of the participants incorrectly thought transportation was the main reason for delaying dental care among individuals with disabilities. The post-test indicated that this proportion fell to 38% after the training. Participants' views about the confidence of parents in filling out dental forms correctly increased from 0% to 33% after the training. There was little change in the statement about communication with patients; the large majority (91%) thought this statement was true versus 96% after training. Interestingly, a higher proportion of the participants thought the incorrect statement “Individuals with SSI Disability through Medicaid are more likely to go the ED” was true after the training (58%, pre-test versus 71% post-test). Future deliveries of this module may want to make this clearer to participants. Comparisons on the statements by position and years in practice showed no statistically significant difference.



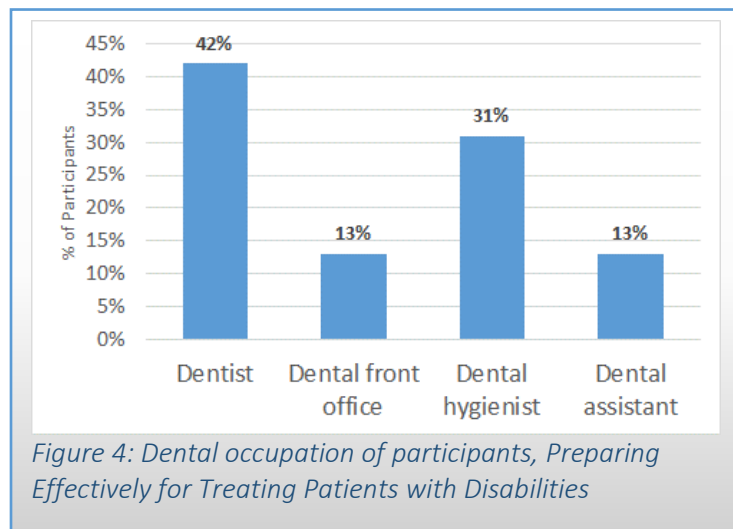


“Not being able to afford dental care” was the most frequent reason individuals with disabilities give when asked why they do not have a usual source of dental care. During the pre-test 36% of the trainees chose this answer compared to 71% of trainees after training. There were many respondents’ answers missing for this question as respondents misread the question and, instead of picking one answer, checked all the choices they thought might be applicable instead of checking one answer. For future trainings, this question might be modified to make it clearer to respondents to check only one answer.

Three-fourths (75%) of participants said the training increased their knowledge about treating individuals with disabilities (checking 4 or 5 on a contingency scale of 1-5 with 5 indicating “very much helped” and 1 indicating “did not help”) (Figure 3). Participants rated the trainer very highly on expertise, clarity, and responsiveness with scores of 4.7, 4.6, and 4.6 (scale of 1-5, with 5 = high). The large majority (88%) indicated they would recommend the training to others.



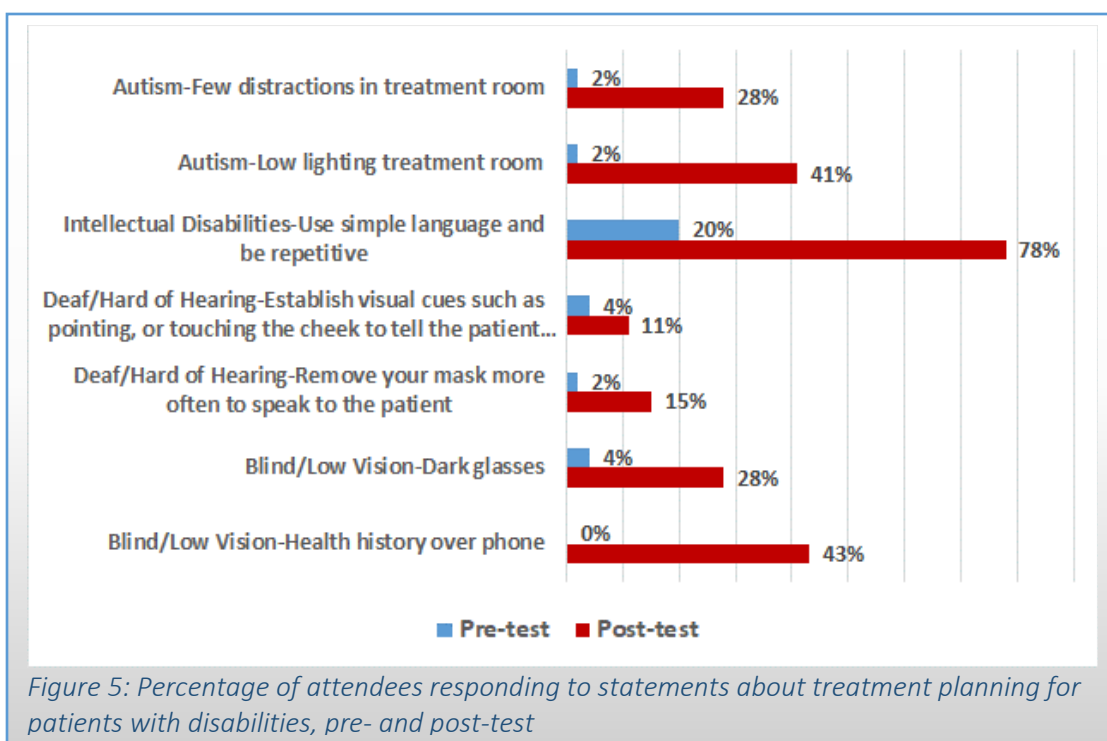
## Preparing Effectively for Treating Patients with Disabilities in Your Practice



The *Preparing Effectively for Treating Patients with Disabilities in Your Practice* training module was given at three different times. Dentists (42%) and dental hygienists (31%) comprised most of the trainings (Figure 4). Half of the participants (50%) had been in the dental field for more than 20 years and one-fifth (22%) had been in the field less than five years. The majority of participants were from New Castle County (86%) with a handful from Kent County (12%) and Sussex County (1%).

Participants were asked prior to training and after training to write down two treatment plan components for treating individuals with blindness/low vision, deafness/hard of hearing, intellectual disabilities, and autism disorder. A variety of ideas were submitted and are presented in Appendix A. While none of their responses is considered “incorrect”, a comparison was made pre- and post-test to see if there was an uptick in treatment components that had been emphasized during training (Figure 5, Table 1). Figure 5 below shows the areas in which there was a large difference after the training. For example, for individuals with

intellectual disabilities, a plan of treatment includes using simple language and being repetitive. The proportion of respondents listing this increased from 20% before training to 78% after training.

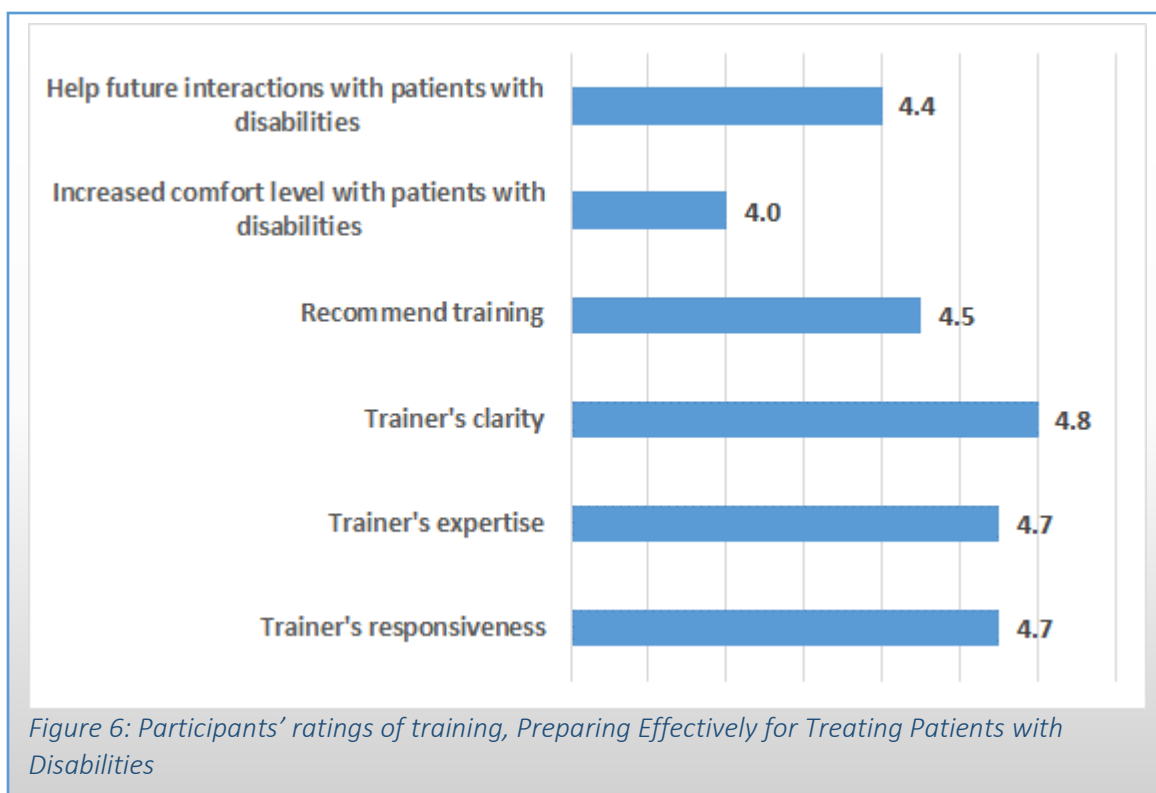


Participants were also asked, pre- and post-training, to list two questions they might ask the patient prior to the visit that would make the visit more effective. “Can they sit still for a length of time?” and “Can they brush their own teeth?” were two questions that were emphasized during the training. There were no individuals who mentioned these questions prior to training; after training the questions were mentioned by 20% and 7%, respectively, of the participants.

Table 1: Treatment plan for patients with disabilities

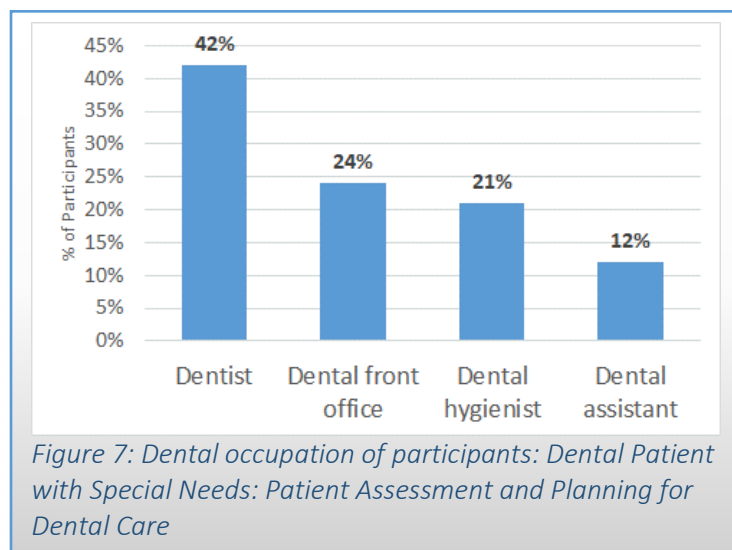
Response	Pre-Test		Post-Test	
	#	%	#	%
<b>BLIND OR LOW VISION</b>				
Take health history over phone	0	0%	20	43%
Provide information verbally	17	37%	17	37%
Provide dark glasses	2	4%	13	28%
Describe motion	7	15%	10	22%
Approach from front	0	0%	3	7%
<b>DEAF OR HARD OF HEARING</b>				
Remove your mask more often to speak to the patient	1	2%	7	15%
Establish visual cues such as pointing, or touching the cheek to tell the patient to turn	2	4%	5	11%
Review procedure before putting on your mask	2	4%	2	4%
<b>INTELLECTUAL DISABILITIES</b>				
Use simple language and be repetitive	9	20%	36	78%
Speak slowly and allow sufficient time for the patient to respond	2	4%	5	11%
Have visual material ready for the procedure	16	35%	18	39%
<b>AUTISM</b>				
Use most private treatment room available	1	2%	3	7%
Quiet treatment room	4	9%	2	4%
Low lighting treatment room	1	2%	19	41%
Few distractions in treatment room	1	2%	13	28%

Participants' ratings of this training module were high (Figure 6). Again, participants were asked to rate on a scale of 1-5, with 1 being low and 5 being the highest. Participants, on average, said that the training would help future interaction (4.4) and increase comfort level with patients with disabilities (4.0). They would recommend the training (4.5) and found the trainer to be expert (4.7), clear (4.8), and responsive (4.7).



## The Dental Patient with Special Needs: Patient Assessment and Planning for Dental Care

Attendance at *Dental Patient with Special Needs* (35 completed surveys) was distributed among dentists (42%), dental front office personnel (24%), dental hygienists (21%), and dental assistants (12%) (Figure 7).



The majority of the attendees came from New Castle County (91%). Experience varied; 40% of participants had 20 years or more experience; another 38% had ten years or less of experience. More than half of the participants (56%) had little interaction with patients with developmental disabilities (checking 1 or 2 on a scale of 1-5 with 1 indicating little and 5 indicating a high amount).

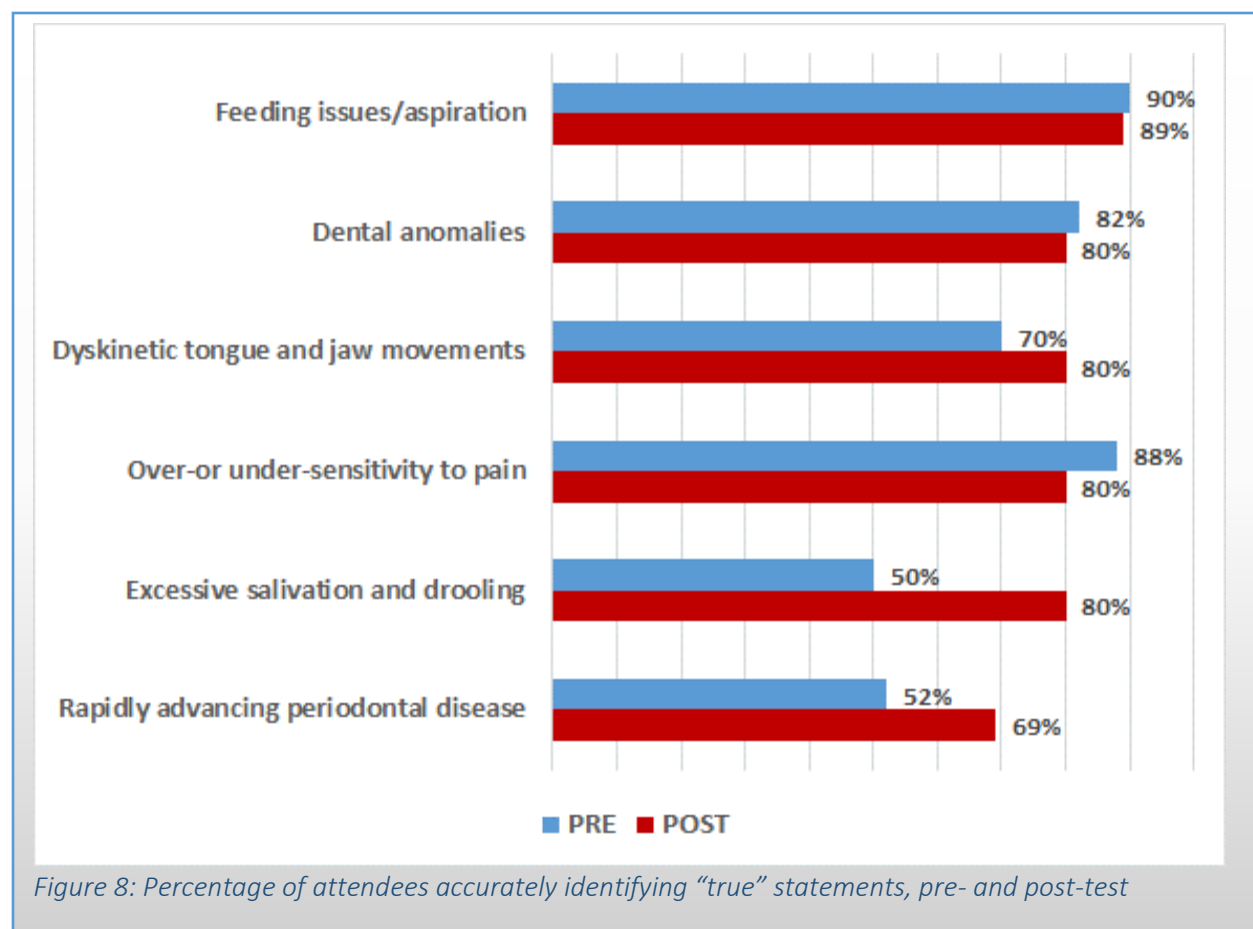
Respondents were asked both pre- and post-training about common oral considerations for individuals with Down syndrome, cerebral palsy and autism. Respondents seemed very

familiar with these considerations; over 70% of respondents were able to match four out of six of the considerations with the correct developmental disability prior to training (Table 2, Figure 8). In the two

areas in which approximately half of the respondents picked the correct condition (“Excessive salivation and drooling” and “Rapidly advancing periodontal disease”), the correct proportion increased to 80% and 69%, respectively, after training.

Table 2: Oral considerations and associated disability, pre- and post-test % correct

Oral consideration	Disability	Pre-test	Post-test
Excessive salivation and drooling	Cerebral palsy	50%	80%
Over-or under-sensitivity to pain	Autism	88%	80%
Dyskinetic tongue and jaw movements	Cerebral palsy	70%	80%
Dental anomalies	Down syndrome	82%	80%
Feeding issues/aspiration	Cerebral palsy	90%	89%
Rapidly advancing periodontal disease	Down syndrome	52%	69%

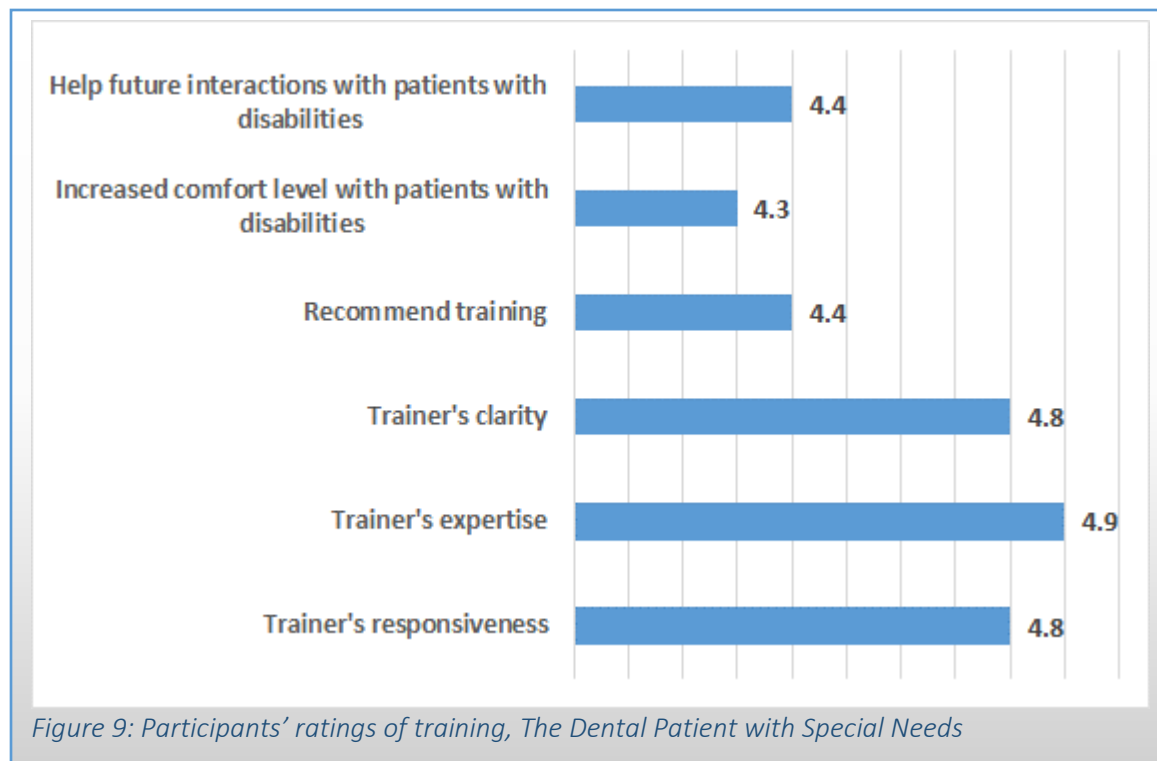


The first step in proper patient assessment taught during the training is to take a thorough medical history about the patient. The proportion of respondents giving the accurate response increased from 53% to 76% after training. Increase in the knowledge about the meaning of “Treat, modify, defer, and refer” (TMDR) was also seen; prior to training 72% of respondents said they did not know what TMDR means and after training 100% of respondents were able to give the definition of the term.

Respondents were asked about areas that might prevent an individual with developmental disabilities from receiving outpatient dental care. A slight increase between the pre- and post-test was seen between the three correct areas: pulmonary (71% to 74%); neurological (69% to 71%); and, behavioral (89% to 91%). The validity of this question, however, is somewhat in doubt as in there was also an increase in the three invalid areas (cardiac, hematologic and immunologic) before and after training.

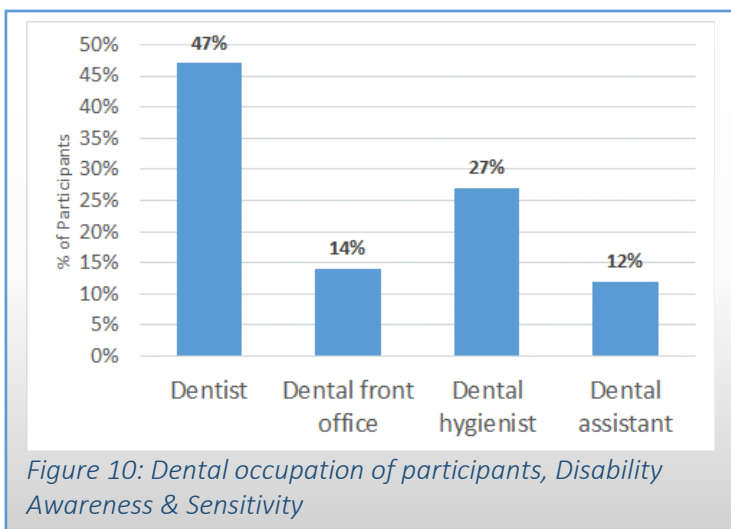
Participants felt that the training increased their knowledge about treating individuals with disabilities; on a scale of 1 (did not increase) to 5 (very much increased), the average of the responses was 4.3. Only three respondents (9%) checked a 1 or 2. The respondents also felt the training will help them in future interactions with patients with disabilities. Again, a contingency scale of 1-5 was used with 1 as “Did not help” and 5 as “Very much helped”. Only two individuals (6%) checked 1 or 2 indicating they did not think the training would help in the future.

The training participants rated the trainer’s expertise, clarity and responsiveness very highly (Figure 9). On average, the trainer was rated 4.9 on expertise, 4.8 on clarity, and 4.8 on responsiveness. Respondents were asked how likely they were to recommend the training to a friend or colleague on a scale of 1-5 (1=not likely, 5=very likely). A majority (92%) checked either 4 or 5 and gave the training an average of 4.4. Because the variation of these trainings was so small, cross-tabulations by position or years in the dental field could not be made.



## Disability Awareness and Sensitivity

The *Disability Awareness and Sensitivity* training module was presented at all four training sessions with a total of 52 participants filling out the pre- and post-tests. Experience of the participants varied; almost one-fourth (24%) had less than 2 years' experience and another fourth (24%) had over 30 years' experience. Almost half of the participants were dentists (47%) and about one-fourth (27%) were dental



hygienists (Figure 10). As with the other trainings, the majority of participants mainly worked in New Castle County (88%). Almost half (49%) of attendees had little previous interaction with patients with disabilities (check of 1 or 2 on a scale of 1-5); only one-fourth indicated (checking 4 or 5 on the scale) that they “very often” had interactions with patients with disabilities. Neither position nor time in dental field had a statistically significant association with a participant’s indication of interaction with patients with disabilities.

Participants were asked, both pre- and post-training, what definition, from a list of four definitions, they thought best defined “disability”. The most accurate definition was “A continuum of conditions.” The proportion of respondents increased from 41% before training to 58% after training. The definition “Physical/mental impairment” decreased from 53% to 38%. Differences in responding to this item by position or time in the dental field were not significantly significant.

The training emphasized people-first language – the language that emphasizes the person not the disability. Prior to training, the majority of people did not know about people-first language (73%); after training 98% of participants said they were familiar. Five statements (Table 3) were given to the participants before and after training to see if they could pick out the appropriate people-first language. The two correct statements, “Sue uses a hearing aid on a daily basis” and “This hotel has accessible parking” were felt to be appropriate by the majority of participants both pre- and post-training, although the proportion choosing the first sentence increased from 73% to 87% after training. The number of participants choosing statements not reflecting people-first language statements decreased after training.

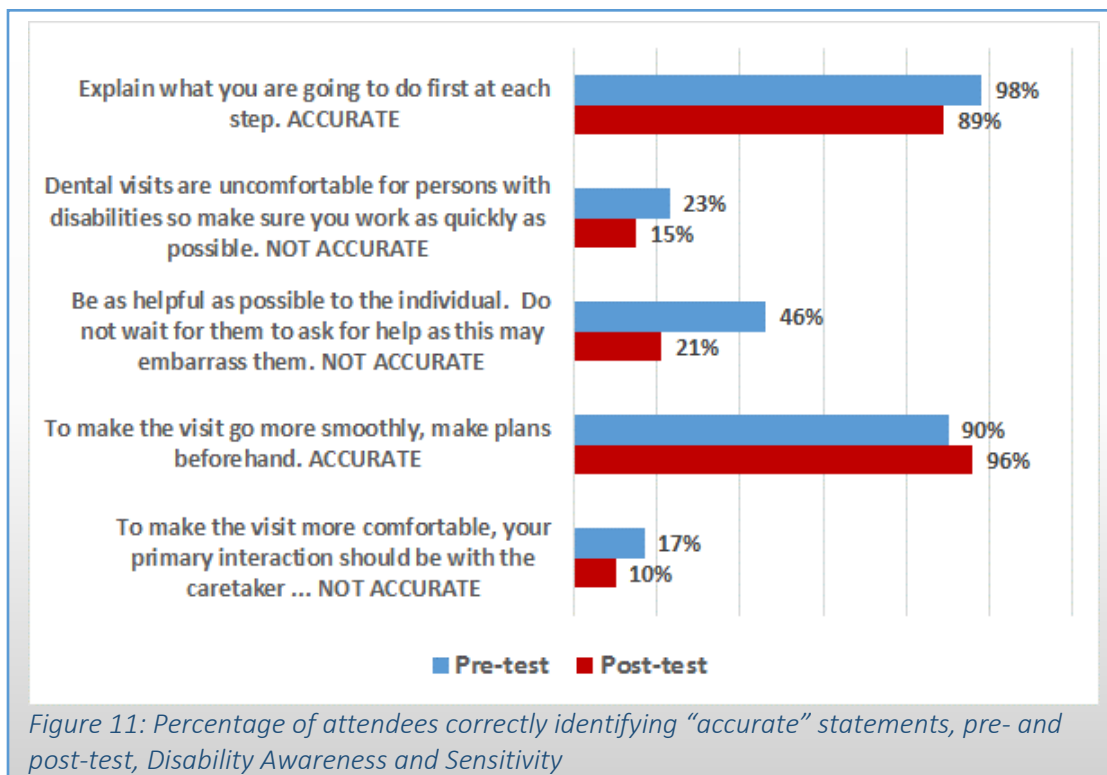


Table 3: Correct and incorrect people-first sentences, % of participants choosing sentences as “appropriate”

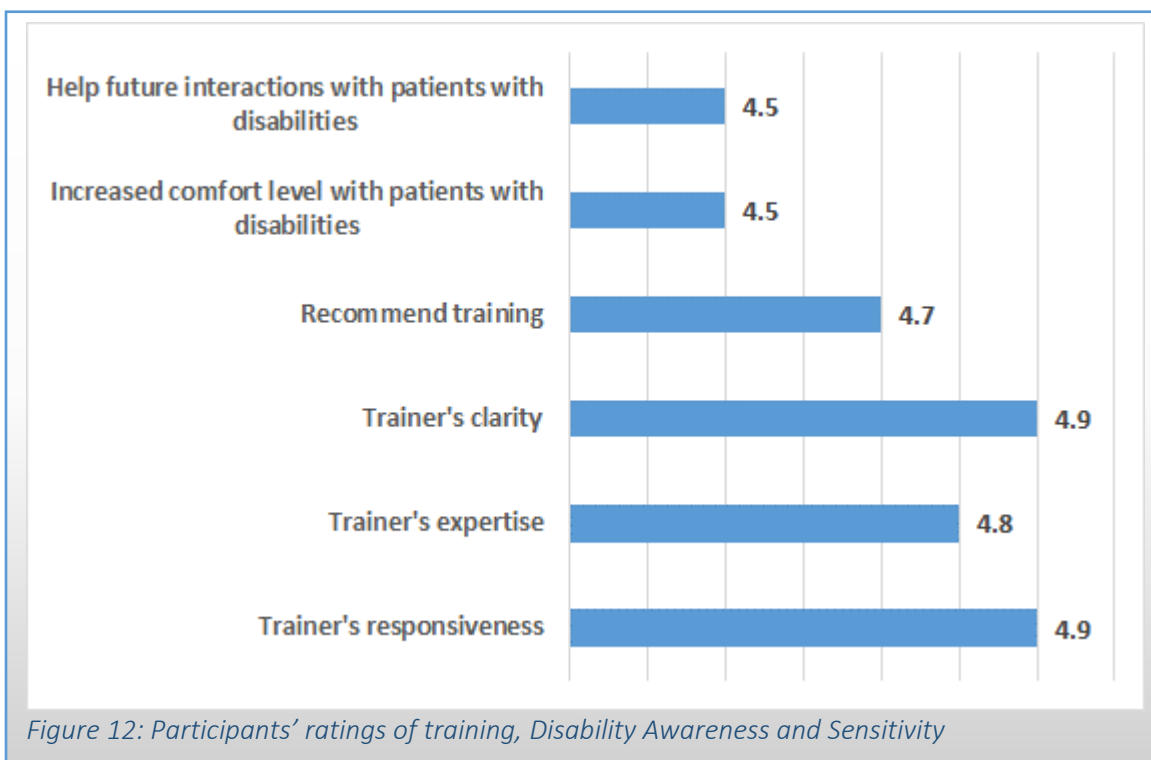
Statements	Pre-test		Post-test	
	#	%	#	%
John is a disabled employee who we want to make comfortable.	18	35%	7	13%
<b>Sue uses a hearing aid on a daily basis.</b>	<b>38</b>	<b>73%</b>	<b>45</b>	<b>87%</b>
It is unfortunate that Mary is wheelchair bound.	2	4%	0	0%
Make sure you never sit in the handicapped seats when on public transportation.	15	29%	2	4%
<b>This hotel has accessible parking.</b>	<b>50</b>	<b>96%</b>	<b>46</b>	<b>88%</b>

*Appropriate people-first sentences indicated by dark blue.*

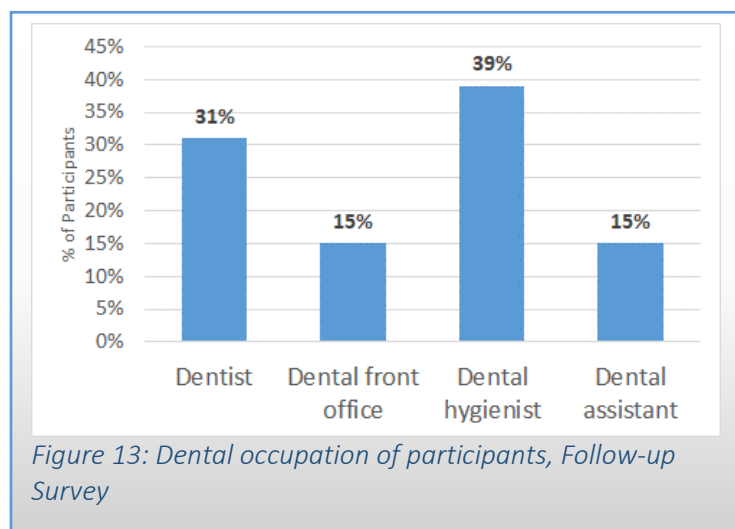
Participants were asked to check statements they perceived as accurate about dental treatment of individuals with disabilities. The majority of respondents picked the two “accurate” statements both pre- and post-training (Figure 11). The proportion of respondents checking statements that were inaccurate decreased after training. For example, the statement “Be as helpful as possible to the individual. “Do not wait for them to ask for help as this may embarrass them” decreased from 46% prior to training to 21% after training.



The ratings of the training were very high with average ratings all above 4.5 (Figure 12). The majority of participants reported that the training increased their comfort levels regarding communicating with patients with disabilities; 90% checked 4 or 5 on a scale of 1-5 with 5 indicating “Very much increased” and 1 indicating “Did not increase”. The large majority (92%) indicated they would recommend the training to a friend or colleague (participants checking 4 or 5 on scale of 1-5).



## Follow-up Survey



The respondents to the follow-up survey were one-third (31%) dental hygienists, roughly one-third (39%) dentists, and one-third office personnel/dental assistants. The majority of them had been in the dentistry field for a number of years; almost 70% had been in dentistry for over 20 years (Figure 13). Most worked in New Castle County (64%) but there were also responses from Kent County (27%) and Sussex County (9%). The majority had participated in more than one training module (69%); *Oral Health Needs of*

*Delawareans with Disabilities* was attended by 92% of the respondents.

Almost half (46%) of respondents said they made changes in their practice because of information received in the training. Of those who had made changes, the changes were in the area of patient interaction, training, and physical assessment (Table 4).

*Table 4: Areas of change made, follow-up survey*

Area	%
Front office interaction with patients	33%
Dentist/technician interaction with patients	33%
Physical assessment	33%
Staff training	67%

Almost 40% of respondents said that changes are planned because of information received in the training. Again, the areas of interaction, physical assessment, and training were those in which changes were planned (Table 5).

*Table 5: Areas of change planned, follow-up survey*

Area	%
Office layout	20%
Front office interaction with clients	60%
Dentist/technician interaction with clients	60%
Physical assessment	60%
Staff training	60%
Purchase of new equipment	20%

While the number of interactions with individuals with disabilities did not increase since the training, two-thirds of the respondents (69%) said that their quality of interactions had improved and that they felt more confident (85%) in their abilities to treat and interact with patients with disabilities. It is to be noted that the follow-up was only three months after the training and we would not expect to see a dramatic increase in the number of interactions in that limited period of time.

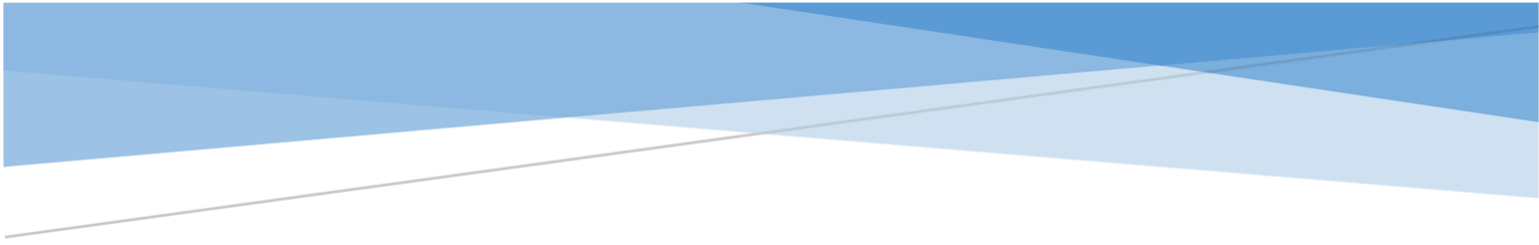
## Conclusions

Participants provided insightful and valuable suggestions for future trainings. Suggestions included:

- More live training through clinical rotations with patients who have special needs
- Training for students enrolled in dental hygiene programs
- Peer-to-peer training opportunities
- Training specific to patients with autism and behavioral issues
- Training related to specific disabilities
- More training using case-driven decision making using the Treat, Modify, Defer, Refer (TMDR) assessment
- More training on the topic of sedation
- Technology available to assist in the office
- Training for caregivers

- Resources to enhance compliance with the Americans with Disabilities Act (ADA)
- Exploration of adequate and appropriate funding models to accomplish quality care
- A five year required training cycle on this topic, similar to the Prevention Abuse and Neglect through Dental Awareness (P.A.N.D.A.) training

The pre- and post-training surveys indicate that the dental trainings were successful in informing the dental practices about the needs of individuals with disabilities. Participants remarked that the patient testimonies were powerful and provided a greater understanding of the importance of language. One respondent reflected, “Language shapes value.” The positive impact of the training is exemplified in one dentist’s comment, “More knowledge increases my comfort level.”



# ACCESS TO ORAL HEALTH SERVICES FOR DELAWAREANS WITH DISABILITIES: DENTAL WORKFORCE TRAINING IN DELAWARE

Appendix A: Summary of Pre-test and Post-test Surveys

Center for Disabilities Studies  
College of Education and Human Development  
University of Delaware  
August 2018



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## Patient Assessment and Planning for Dental Care Combined Responses

### Dental Practice Role:

Role	Pre-test		Post-test	
	#	%	#	%
Dental Assistant	4	12%	4	12%
Dental front office	8	24%	7	21%
Dental Hygienist	7	21%	7	21%
Dentist	14	42%	15	45%
Total	33	100%	33	100%
Missing	2		2	

### How many years have you been in the dentistry field? (Please circle one.)

Years in Dentistry	Pre-test		Post-test	
	#	%	#	%
Less than 2 years	8	23%	8	24%
2-5 years	3	9%	3	9%
6-10 years	2	6%	3	9%
11-20 years	7	20%	7	21%
20-30 years	8	23%	6	18%
Over 30 years	6	17%	6	18%
Total	35	100%	33	100%
Missing	0		2	

### In which county do you mainly work?

County	#	%
Sussex	0	0%
Kent	3	9%
New Castle	31	91%
Total	34	100%
Missing	1	
Same answer for pre- and post-test		

Three of the most commonly seen developmental disabilities at dental offices are Down syndrome, cerebral palsy and autism. There are some common oral considerations for each of these populations. Please indicate below which of the three populations is most likely to present these oral considerations. (Put in D for Down syndrome, C for cerebral palsy or A for autism.) Correct statements indicated in dark blue fill.

Excessive salivation and drooling					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	3	9%	A	2	6%
<b>C</b>	<b>16</b>	<b>50%</b>	<b>C</b>	<b>28</b>	<b>80%</b>
D	13	41%	D	5	14%
Total	32	100%	Total	35	100%
Missing	3		0		

Over-or under-sensitivity to pain					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	29	88%	A	28	80%
C	3	9%	C	3	9%
D	1	3%	D	4	11%
Total	33	100%	Total	35	100%
Missing	2		0		

Dyskinetic tongue and jaw movements					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	4	12%	A	1	3%
C	23	70%	C	28	80%
D	6	18%	D	6	17%
Total	33	100%	Total	35	100%
Missing	2		0		

Dental anomalies					
Pre-test			Post-Test		
Response	#	%	Response	#	%
A	3	9%	A	1	3%
C	3	9%	C	6	17%
D	27	82%	D	28	80%
Total	33	100%	Total	35	100%
Missing	2		0		

Feeding issues/aspiration					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	1	3%	A	1	3%
C	28	90%	C	31	89%
D	2	7%	D	3	9%
Total	31	100%	Total	35	100%
Missing	4		0		

Rapidly advancing periodontal disease					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	3	10%	A	4	11%
C	12	39%	C	7	20%
D	16	52%	D	24	69%
Total	31	100%	Total	35	100%
Missing	4		0		



What is the first step in proper patient assessment? *Correct answer is "An understanding of the medical history".*

Response	Pre-test		Post-test	
	#	%	#	%
At first glance. Can they walk, use wheelchair? speak?	1	3%	0	0%
Consult/medical evaluation	1	3%	0	0%
Establish a rapport and get consent from legal guardian if necessary	1	3%	0	0%
Evaluating patient ability to cooperate for treatment	1	3%	0	0%
Explain to the patient what they will be experiencing after medical Hx is taken.	1	3%	0	0%
<b>Medical History</b>	<b>16</b>	<b>53%</b>	<b>25</b>	<b>76%</b>
Talk/communicate to patient if able or caretaker. To find out what the patient likes, dislikes, abilities	1	3%	0	0%
Visual observation	1	3%	0	0%
Visually assess patient when approaching	1	3%	0	0%
Assessment	0	0%	3	9%
Asking a lot of questions	1	3%	0	0%
Communication	2	7%	0	0%
Talking, patient exam, X-rays	1	3%	0	0%
Understanding patient	1	3%	0	0%
Understanding their needs	1	3%	0	0%
First seeing them	0	0%	1	3%
Identify patient needs	0	0%	1	3%
Meeting the patient	0	0%	1	3%
Renew history the "6"	0	0%	1	3%
TMDR	0	0%	1	3%
Total	30	100%	33	100%
Missing	5		2	

Which of following areas might prevent an individual with developmental disabilities from receiving outpatient dental care? *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cardiac	23	66%	25	71%
<b>Pulmonary</b>	<b>25</b>	<b>71%</b>	<b>26</b>	<b>74%</b>
Hematologic	23	66%	25	71%
Immunologic	18	51%	23	66%
<b>Neurological</b>	<b>24</b>	<b>69%</b>	<b>25</b>	<b>71%</b>
<b>Behavioral</b>	<b>31</b>	<b>89%</b>	<b>32</b>	<b>91%</b>

What is TMDR protocol? *Correct answer is "TREAT MODIFY DEFER REFER"*

Response	Pre-test		Post-test	
	#	%	#	%
I do not know	18	72%	0	0%
Treat Modify Defer Refer	3	12%	35	100%
Talk Motion Demonstrate Repeat	1	4%	0	0%
Not sure	2	8%	0	0%
Treat manage defer	1	4%	0	0%
Total	25	100%	35	100%
Missing	10		0	

How often do you interact with patients with developmental disabilities (1=low, 5=high)?

Pre-Test			Post-Test		
Response	#	%	Response	#	%
1	11	32%	1	11	32%
2	8	24%	2	6	18%
3	10	29%	3	12	35%
4	4	12%	4	3	9%
5	1	3%	5	2	6%
Total	34	100%	Total	34	100%
Missing	1		1		

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 (Did not increase)	1	3%
2	2	6%
3	2	6%
4	9	26%
5 (Very much increase)	21	60%
Total	35	100%
Average 4.3		

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 (Did not help)	1	3%
2	1	3%
3	3	9%
4	9	26%
5 (Very much helped)	21	60%
Total	35	100%
Average 4.4		

What is the most important thing you learned during today's training?

Comment
Big 6 nomenclature was helpful
Everything was valuable, but like case studies
How important it is to treat the patient first and then his problems
How to assess patients with disabilities and just patients in general and use the TMDR protocol
Knowledge communicate medical conditions
More important questions to ask and to think outside the box
Not just looking at the med history, but also social, nutrition, etc.
Physical exam; TMDR protocol
Proper management of special needs patients
Some of the medications, a review of conditions and discussion of treatment modifications
TMDR protocol, always knew the procedure but like the letters to remember. I also liked learning more about different conditions/disease
TMDR! Every patient has special needs, financial, physical, emotional, etc. Big 6
TMDR, especially for behavior management
Take one step at a time. Team!
The TMDR assessment
The varying disabilities and their symptoms/and what to watch out for, we cannot always treat everyone. When to treat/defer/refer. Each visit is specifically personalized.
Ways to creatively address patients' difficulties
Work with need, provide a holistic approach to care
All patients are different. Treat each special need patients as individuals
Develop an effective personalized communication plan to meet each patients need
Interpreter info
Majority of disabled patients are treatable
Many factors apply to treating someone with disabilities
Patient assessment, TMDR, and looking of patients physical health not just internal /meds
Reinforces the importance of medical history
That it is possible to treat special needs patients in my office
That there are ways to treat people with disabilities
TMDR protocol

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Comment
A discussion of treatment modifications and case driven decision making
Be more problem focused. Distinctive. Narrowing down information to be more clear.
Discuss more modifications that can be done for treatment in these patients
Everything was good
Going over more cases of patients and what to look for in specific examples
I always love examples with specific patients -- this was done well
Rotations with special needs clinics
More specific info about treatment planning. In addition, what questions to ask physicians

Certain tools used to help aid patient in care. For example, certain tools, tools at home to help with dental care.

Live training

No suggestions- I really enjoyed the presentation

Silver diamine

Please rate, on a scale of 1 – 5, this training in terms of **Trainer’s Expertise, Clarity, and Responsiveness** to your educational needs below.

<b>EXPERTISE</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	5	14%
5 - high	30	86%
Total	35	100%
Average	4.9	

<b>Clarity</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	1	3%
4	6	17%
5 - high	28	80%
Total	35	100%
Average	4.8	

<b>Responsiveness</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	7	20%
5 - high	28	80%
Total	35	100%
Average	4.8	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – not likely	2	6%
2	0	0%
3	1	3%
4	12	35%
5 – very likely	20	57%
Total	35	100%
Average	4.4	

## Patient Assessment and Planning for Dental Care January 2018 Responses

### Dental Practice Role:

Role	Pre-Test		Post-Test	
	#	%	#	%
Dental Assistant	4	17%	4	17%
Dental front office	7	29%	6	25%
Dental Hygienist	7	29%	7	29%
Dentist	6	25%	7	25%
Total	24	100%	24	100%
Missing	2		2	

### How many years have you been in the dentistry field? (Please circle one.)

Years in Dentistry	Pre-Test		Post-Test	
	#	%	#	%
Less than 2 years	0	0%	0	0%
2-5 years	3	12%	3	13%
6-10 years	2	8%	3	13%
11-20 years	7	28%	7	29%
20-30 years	7	28%	5	21%
Over 30 years	6	24%	6	25%
Total	25	100%	24	100%
Missing	1		2	

### In which county do you mainly work? (Please circle one.)

County	Pre-Test		Post-Test	
	#	%	#	%
Sussex	0	0%	0	0%
Kent	2	8%	2	8%
New Castle	23	92%	23	92%
Total	25	100%	25	100%
Missing	1		0	

Three of the most commonly seen developmental disabilities at dental offices are Down syndrome, cerebral palsy and autism. There are some common oral considerations for each of these populations. Please indicate below which of the three populations is most likely to present these oral considerations. (Put in D for Down syndrome, C for cerebral palsy or A for autism). Correct statements indicated in dark blue fill.

Excessive salivation and drooling					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	2	8%	A	1	3.8%
<b>C</b>	<b>13</b>	<b>54%</b>	<b>C</b>	<b>20</b>	<b>76.9%</b>
D	9	38%	D	5	19.2%
Total	24	100%	Total	26	1
Missing	2				

Over-or under-sensitivity to pain					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	21	84%	A	19	73%
C	3	12%	C	3	12%
D	1	4%	D	4	15%
Total	25	100%	Total	26	100%
Missing	1		0		

Dyskinetic tongue and jaw movements					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	4	15%	A	1	4%
C	15	58%	C	19	73%
D	6	23%	D	6	23%
Missing	1	4%	Missing	0	0%
Total	26	100%	Total	26	100%

Dental anomalies					
Pre-test			Post-Test		
Response	#	%	Response	#	%
A	3	12%	A	1	4%
C	3	12%	C	6	23%
D	19	76%	D	19	73%
Total	25	100%	Total	26	100%
Missing	1		0		

Feeding issues/aspiration					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	1	4%	A	1	4%
C	20	87%	C	22	85%
D	2	9%	D	3	12%
Total	23	100%	Total	26	100%
Missing	3		0		

Rapidly advancing periodontal disease					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	3	13%	A	4	15%
C	10	44%	C	6	23%
D	10	44%	D	16	62%
Total	23	100%	Total	26	100%
Missing	3		0		

What is the first step in proper patient assessment? *Correct answer is “An understanding of the medical history”.*

Response	Pre-test		Post-test	
	#	%	#	%
Medical history	9	43%	15	65%
Communication	6	29%	0	0%
Assessment/Understanding needs	3	14%	5	22%
Visual Observation	2	10%	0	0%
Meeting patient	0	0%	2	9%
Total	21	100%	23	100%
Missing	5		3	

Which of following areas might prevent an individual with developmental disabilities from receiving outpatient dental care? *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cardiac	17	65%	16	62%
<b>Pulmonary</b>	<b>18</b>	<b>69%</b>	<b>17</b>	<b>65%</b>
Hematologic	19	73%	16	62%
Immunologic	12	46%	15	58%
<b>Neurological</b>	<b>18</b>	<b>69%</b>	<b>16</b>	<b>62%</b>
<b>Behavioral</b>	<b>22</b>	<b>85%</b>	<b>23</b>	<b>88%</b>

What is TMDR protocol? *Correct answer is “TREAT MODIFY DEFER REFER”*

Response	Pre-test		Post-test	
	#	%	#	%
Don't know	12	75%	0	0%
<b>Treat, modify, defer, refer</b>	<b>3</b>	<b>19%</b>	<b>25</b>	<b>96%</b>
Talk Motion Demonstrate Repeat	1	7%	0	0%
Monitor, defer, refer	0	0%	1	4%
Total	16	100%	26	100%
Missing	10		0	

How often do you interact with patients with developmental disabilities?

Response	Pre-Test		Post-Test	
	#	%	#	%
1	7	28%	7	27%
2	5	20%	3	12%
3	9	36%	11	42%
4	3	12%	2	8%
5	1	4%	2	8%
Total	25	100%	26	100%
Missing	1		1	



**Post-test questions only follow:**

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 (Did not increase)	1	4%
2	2	8%
3	1	4%
4	7	27%
5 (Very much increase)	15	58%
Total	26	100%
Average 4.2		

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 (Did not help)	1	4%
2	1	4%
3	2	8%
4	7	27%
5 (Very much helped)	15	58%
Total	26	100%
Average 4.03		

What is the most important thing you learned during today's training?

Comment
Big 6 nomenclature was helpful
Everything was valuable, but like case studies
How important is to treat the patient first and then his problems
TMDR protocol, always knew the procedure but like the letters to remember. I also liked learning more about different conditions/disease
TMDR! Every patient has special needs, financial, physical, emotional, etc. Big 6
TMDR, especially for behavior management
Take one step at a time, Team!
The varying disabilities and their symptoms/and what to watch out for we cannot always treat everyone. When to treat/defer/refer. Each visit is specifically personalized.
Work with need, provide a holistic approach to care
All patients are different. Treat each special need patients as individuals
Develop an effective personalized communication plan to meet each patients need
Interpreter info
Majority of disabled patients are treatable
Many factors apply to treating someone with disabilities
Patient assessment, TMDR, and looking of patients physical health not just internal /meds
Reinforces the importance of medical history
That it is possible to treat special needs patients in my office

Comment
That there are ways to treat people with disabilities
TMDR protocol

Please rate, on a scale of 1 – 5, this training in terms of **Trainer’s Expertise, Clarity, and Responsiveness** to your educational needs below.

Expertise		
Response	#	%
1 - low	0	0%
2	0	0%
3	0	0%
4	5	19%
5 - high	21	81%
Total	26	100%
Average	4.8	

Clarity		
Response	#	%
1 - low	0	0%
2	0	0%
3	1	4%
4	5	19%
5 - high	20	77%
Total	26	100%
Average	4.7	

Responsiveness		
Response	#	%
1 - low	0	0%
2	0	0%
3	0	0%
4	7	27%
5 - high	19	73%
Total	26	100%
Average	4.7	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – not likely	2	8%
2	0	0%
3	1	4%
4	9	35%
5 – very likely	14	54%
Total	26	100%
Average	4.3	

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Comment
Be more problem focused. Distinctive. Narrowing down information to be more clear.
More specific info about treatment planning. In addition, what questions to ask physicians
Certain tools used to help aid patient in care. For example, certain tools, tools at home to help with dental care.
Live training
No suggestions- I really enjoyed the presentation
Silver diamine

## Patient Assessment and Planning for Dental Care June 2018 Responses

### Dental Practice Role:

Role	#	%
Dental Assistant	0	0%
Dental front office	1	11%
Dental Hygienist	0	0%
Dentist	8	89%
Total	9	100%
Missing	0	
<i>Same answers for pre- and post</i>		

### How many years have you been in the dentistry field? (Please circle one.)

Years in Dentistry	#	%
Less than 2 years	8	89%
2-5 years	0	0%
6-10 years	0	0%
11-20 years	0	0%
20-30 years	1	11%
Over 30 years	0	0%
Total	9	100%
<i>Same answers for pre- and post</i>		

### In which county do you mainly work?

County	#	%
Sussex	0	0%
Kent	1	11%
New Castle	8	89%
Total	9	100%
<i>Same answers for pre- and post</i>		

Three of the most commonly seen developmental disabilities at dental offices are Down syndrome, cerebral palsy and autism. There are some common oral considerations for each of these populations. Please indicate below which of the three populations is most likely to present these oral considerations. (Put in D for Down syndrome, C for cerebral palsy or A for autism.) Correct statements indicated in dark blue fill.

Excessive salivation and drooling					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	1	13%	A	1	11%
<b>C</b>	<b>3</b>	<b>38%</b>	<b>C</b>	<b>8</b>	<b>89%</b>
D	4	50%	D	0	0%
Total	8	100%	Total	9	100%
Missing	1			0	

Over-or under-sensitivity to pain					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	8	100%	A	9	100%
C	0	0%	C	0	0%
D	0	0%	D	0	0%
Total	8	100%	Total	9	100%
Missing	1			0	

Dyskinetic tongue and jaw movements					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	0	0%	A	0	0%
C	8	100%	C	9	100%
D	0	0%	D	0	0%
Total	8	100%	Total	9	100%
Missing	1				

Dental anomalies					
Pre-test			Post-Test		
Response	#	%	Response	#	%
A	0	0%	A	0	0
C	0	0%	C	0	0
D	8	100%	D	9	100%
Total	8	100%	Total	9	100%
Missing	1			0	

Feeding issues/aspiration					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	0	0%	A	0	0%
C	8	100%	C	9	100%
D	0	0%	D	0	0%
Total	8	100%	Total	9	100%
Missing	1			0	

Rapidly advancing periodontal disease					
Pre-Test			Post-Test		
Response	#	%	Response	#	%
A	0	0%	A	0	
C	2	25%	C	1	11%
D	6	75%	D	8	89%
Total	8	100%	Total	9	100%
Missing	1			0	

What is the first step in proper patient assessment? *Correct answer is “An understanding of the medical history”.*

Response	Pre-test		Post-test	
	#	%	#	%
Establish a rapport and get consent from legal guardian if necessary	1	11%	0	0%
Medical history	7	78%	9	100%
Visually assess patient when approaching	1	11%	0	0%
Total	9	100%	9	100%

Which of following areas might prevent an individual with developmental disabilities from receiving outpatient dental care? *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cardiac	6	67%	9	100%
<b>Pulmonary</b>	<b>7</b>	<b>78%</b>	<b>9</b>	<b>100%</b>
Hematologic	4	44%	9	100%
Immunologic	6	67%	8	89%
<b>Neurological</b>	<b>6</b>	<b>67%</b>	<b>9</b>	<b>100%</b>
<b>Behavioral</b>	<b>9</b>	<b>100%</b>	<b>9</b>	<b>100%</b>

What is TMDR protocol? *Correct answer is “TREAT MODIFY DEFER REFER”*

Response	Pre-test		Post-test	
	#	%	#	%
I don't know	6	67%	0	0%
Not sure	2	22%	0	0%
<b>Treat, modify, defer, refer</b>	<b>0</b>	<b>0%</b>	<b>9</b>	<b>100%</b>
Treat manage defer	1	11%	0	0%
Total	9	100%	9	100%

How often do you interact with patients with developmental disabilities?

Pre-Test			Post-Test		
Response	#	%	Response	#	%
1	4	44%	1	4	44%
2	3	33%	2	3	33%
3	1	11%	3	1	11%
4	1	11%	4	1	11%
5	0	0%	5	0	0%
Total	9	100%	Total	9	100%

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 (Did not increase)	0	0%
2	0	0%
3	1	11%
4	2	22%
5 (Very much increase)	6	67%
Total	9	100%
Average 4.6		

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 (Did not help)	0	0%
2	0	0%
3	1	11%
4	2	22%
5 (Very much helped)	6	67%
Total	9	100%
Average 4.6		

What is the most important thing you learned during today's training?

Response
How to assess patients with disabilities and just patients in general and use the TMDR protocol
Knowledge communicate medical conditions
More important questions to ask and to think outside the box
Not just looking at the med history, but also social, nutrition, etc.
Physical exam; TMDR protocol
Proper management of special needs patients
Some of the medications, a review of conditions and discussion of treatment modifications
The TMDR assessment
Ways to creatively address patients' difficulties

Please rate, on a scale of 1 – 5, this training in terms of **Trainer’s Expertise, Clarity, and Responsiveness** to your educational needs below.

<b>EXPERTISE</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	0	0%
5 - high	9	100%
Total	9	100%
Average	5.0	

<b>CLARITY</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	1	11%
5 - high	8	89%
Total	9	100%
Average	4.9	

<b>Responsiveness</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	0	0%
5 - high	9	100%
Total	9	100%
Average	5.0	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

<b>Response</b>	<b>#</b>	<b>%</b>
1 – not likely	0	0%
2	0	0%
3	0	0%
4	3	33%
5 – very likely	6	67%
Total	9	100%
Average	4.7	



Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
A discussion of treatment modifications and case driven decision making
Discuss more modifications that can be done for treatment in these patients
Everything was good
Going over more cases of patients and what to look for in specific examples
I always love examples with specific patients -- this was done well
Rotations with special needs clinics

## Oral Health Needs of Delawareans Combined Responses

Trainings		
Training	#	%
1	26	50%
2	13	21%
3	7	13%
Total	46	100%

Dental Practice Role: *(Please circle one.) Same in pre and post test*

Response	#	%
Dentist	19	42%
Dental front office	8	18%
Dental hygienist	12	27%
Dental assistant	6	13%
Total	45	100%
Missing	1	

How many years have you been in the dentistry field? *(Please circle one.) Same in pre and post test*

Response	#	%
Less than 2 years	4	9%
2-5 Years	6	13%
6-10 years	5	11%
11-20 years	8	18%
20-30 years	12	27%
Over 30 years	10	22%
Total	45	100%

In which county do you mainly work? *(Please circle one.)*

Response	Pre-test		Post-test	
	#	%	#	%
New Castle	37	86%	34	85%
Kent	5	12%	5	13%
Sussex	1	2%	1	3%
Total	43	100%	40	100%
Missing	2		5	

Please indicate the below statements that you think are true by placing a “T” next to the statement. *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Most individuals with disabilities have received dental care within the last year.	5	11%	4	9%
Individuals with SSI Disability through Medicaid are more likely to go the emergency department because of non-traumatic dental conditions than other Medicaid clients.	26	58%	32	71%
Not having transportation to get to a dentist is the main reason an individual with disabilities may delay dental care.	30	67%	17	38%
Almost two-thirds of parents of children with disabilities are extremely confident in filling out dental forms.	0	0%	15	33%
Individuals with disabilities should be treated the same as other patients.	30	67%	33	73%
Communicating with the patient using gestures, showing tools and equipment as you talk about them, and asking them simple questions to check their understanding are all helpful techniques	41	91%	43	96%
Delaware Medicaid covers only preventative dental care for all Medicaid beneficiaries.	9	20%	2	4%
The use of visual aids only distracts the patient. Keep the visit as simple as possible.	6	13%	7	16%

From the list below, please check the most frequent reason you think most individuals with disabilities give when asked why they do not have a usual source of dental care. *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cannot find a dentist who is competent in working with individuals with disabilities.	4	16%	1	4%
<b>Cannot afford dental care.</b>	<b>9</b>	<b>36%</b>	<b>22</b>	<b>85%</b>
Seldom or never need dental care.	1	5%	0	3%
No accommodation available in dental office for individuals with disabilities.	3	12%	1	4%
Do not know where to go for dental care.	8	32%	1	4%
Total	25	100%	26	100%
Missing	20		19	

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – <i>not often</i>	8	18%	9	20%
2	12	27%	8	18%
3	16	36%	16	36%
4	4	9%	6	13%
5 – <i>very often</i>	5	11%	6	13%
Total	45	100%	45	100%

FOLLOWING ONLY ASKED IN POST SURVEY

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – <i>did not increase</i>	2	4%
2	2	4%
3	7	16%
4	11	24%
5 – <i>very much increased</i>	23	51%
Total	45	100%
Average	4.1	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – <i>did not help</i>	0	0%
2	2	5%
3	4	9%
4	17	40%
5 – <i>very much helped</i>	20	47%
Total	43	100%
Missing	2	
Average	4.3	

Do you have any suggestions?

Suggestion
Provide information about the type of signs required to be ADA compliant_x000D_ - iPhone Apps which ones are recommended
Sedation_x000D_ -Communication - Technology
Get an interpreter
Giving out more technological aids
I liked the interviews, but needed more visuals and examples of the equipment and barriers in offices

they are referring to - give examples of ways to it
I think all areas were touched today.
Never had training before and we don't see many patients with disabilities.
Patience
Resources for interpretation services or information for disabled patients so they would be less concerned when calling offices to become a new patient.
Specifically what do we need, as dentists
Train care giver
Yes. Showing new techniques and possible care examples

Please rate, on a scale of 1 – 5, this training in terms of Trainer’s Expertise, Clarity, and Responsiveness to your educational needs below. *(Please circle your rating below.)*

EXPERTISE		
Response	#	%
1 - low	0	0%
2	0	0%
3	4	9%
4	10	23%
5 - high	29	67%
Total	43	100%
Missing	2	
Average	4.7	

CLARITY		
Response	#	%
1 - low	0	0%
2	0	0%
3	3	7%
4	9	21%
5 - high	31	72%
Total	43	100%
Missing	2	
Average	4.6	

## RESPONSIVENESS

Response	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	3	7%
4	11	26%
5 - <i>high</i>	29	67%
Total	43	100%
Missing	2	
Average	4.6	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – <i>not likely</i>	0	0%
2	0	0%
3	5	12%
4	12	28%
5 – <i>very likely</i>	26	60%
Total	43	100%
Missing	2	
Average	4.4	

Any other comments?

Comment
On question 9 - only because not everyone is interested
Excellent
I actually recognize several of the people in the interviews. I was happy to hear that the processes we used were useful for them-counting, STOP cards, listening for their needs, knowing the individual's personal interactions had significance and required us to respond....very exciting.
I'm confused why patients with disabilities (deaf) don't bring their own interpreter. I'm not seeing a difference between communicating with them and communicating with non-English speaking patients. Is it the dental office responsibility to provide a Russian, Italian, Asian interpreter
It's cold
Thank you for having this course and having it downstate. Downstate people have limited representation and access to training. As a parent of a special needs person, I have to go through a lot to attend a course upstate.
Thank you
Thank you for giving me some knowledge. I hope that will this knowledge that our office will make the changes that it needs.
The format of the printed slides presented the graphs too small to read the labels.
Videos (testimonials) were very good. Lecturer should expand discussion on each slide. Slides and handout were difficult to read and appreciate their implications.
Very nice presentation!

Dental Practice Role: *Same in pre and post test*

Role	#	%
Dentist	8	31%
Dental front office	7	27%
Dental hygienist	7	27%
Dental assistant	4	15%
Total	26	100%

How many years have you been in the dentistry field? *Same in pre and post test*

Response	#	%
Less than 2 years	0	0%
2-5 Years	3	12%
6-10 years	3	12%
11-20 years	7	27%
20-30 years	7	27%
Over 30 years	6	23%
Total	26	100%

In which county do you mainly work? *(Please circle one.)*

County	Pre-test		Post-test	
	#	%	#	%
New Castle	24	96%	23	96%
Kent	1	4%	1	4%
Sussex	0	0%	0	0%
Total	25	100%	24	100%
Missing	1		2	

Please indicate the below statements that you think are true by placing a “T” next to the statement.  
*Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Most individuals with disabilities have received dental care within the last year.	5	19%	3	12%
Individuals with SSI Disability through Medicaid are more likely to go the emergency department because of non-traumatic dental conditions than other Medicaid clients.	13	50%	19	73%
Not having transportation to get to a dentist is the main reason an individual with disabilities may delay dental care.	17	65%	9	35%
<b>Almost two-thirds of parents of children with disabilities are extremely confident in filling out dental forms.</b>	<b>0</b>	<b>0%</b>	<b>10</b>	<b>38%</b>
<b>Individuals with disabilities should be treated the same as other</b>	<b>15</b>	<b>58%</b>	<b>16</b>	<b>62%</b>

Response	Pre-test		Post-test	
	#	%	#	%
patients.				
Communicating with the patient using gestures, showing tools and equipment as you talk about them, and asking them simple questions to check their understanding are all helpful techniques	25	96%	25	96%
Delaware Medicaid covers only preventative dental care for all Medicaid beneficiaries.	6	23%	2	8%
The use of visual aids only distracts the patient. Keep the visit as simple as possible.	1	4%	3	12%

From the list below, please check the most frequent reason you think most individuals with disabilities give when asked why they do not have a usual source of dental care. *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cannot find a dentist who is competent in working with individuals with disabilities.	0	0%	1	6%
Cannot afford dental care.	7	54%	15	88%
Seldom or never need dental care.	1	8%	0	0%
No accommodation available in dental office for individuals with disabilities.	2	15%	1	6%
Do not know where to go for dental care.	3	23%	0	0%
Total	13	100%	17	100%
Missing	13		9	

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – not often	5	19%	5	19%
2	8	31%	5	19%
3	9	35%	10	38%
4	2	8%	3	12%
5 – very often	2	8%	3	12%
Total	26	100%	26	100%



### FOLLOWING ONLY ASKED IN POST SURVEY

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – <i>did not increase</i>	1	4%
2	1	4%
3	5	19%
4	5	19%
5 – <i>very much increased</i>	14	54%
<b>Total</b>	26	100%

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – <i>did not help</i>	0	0%
2	2	8%
3	3	12%
4	9	36%
5 – <i>very much helped</i>	11	44%
Total	25	100%
Missing	1	

What is the most important thing you learned during today's training?

Response
Ask questions and take more with special need patients.
Be willing to listen, learn - open minded
Communication needs
Has me thinking about maybe other way to help with communicate and interacting
Holding a stop card and prepping, make time to the individual for orientation
I did not realize dental offices - so many of them - do not accommodate wheelchair needs - ramps? Really - that should be a law at very least.
interpreter info
Just because your listening - you're not always comprehending; learn about your patient, their needs etc. to truly make them comfortable.
Patient testimonies
People w/ varying disabilities have to be treated w/ special accommodations. Not just assuming that they understand, But actually listening and making it personally modified for them.
Take more time to listen.
That there are several methods to assist patients with disabilities
There is an unmet need for caring for disabled patients.
To listen and individualize accommodations, not only physically, but sensory, emotionally, etc.

To listen to their needs as well
To treat patients with disabilities like all other patients
Using flash cards that will help patient communicate with dental personnel

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
Provide information about the type of signs required to be ADA compliant
iPhone Apps, which ones are recommended
Sedation
Communication - Technology
Giving out more technological aids
I liked the interviews, but needed more visuals and examples of the equipment and barriers in offices they are referring to - give examples of ways to help
Specifically what do we need, as dentists

Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

EXPERTISE	#	%
1 - low	0	0%
2	0	0%
3	3	12%
4	7	28%
5 - high	15	60%
Total	25	100%
Average	4.5	
Missing	1	

CLARITY	#	%
1 - low	0	0%
2	0	0%
3	3	12%
4	6	24%
5 - high	16	64%
Total	25	100%
Average	4.5	
Missing	1	

RESPONSIVENESS	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	3	12%
4	7	28%
5 - <i>high</i>	15	60%
Total	25	100%
Average	4.5	
Missing	1	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Rating	#	%
1 – <i>not likely</i>	0	0%
2	0	0%
3	5	21%
4	9	38%
5 – <i>very likely</i>	10	42%
Total	24	100%
Average	4.2	
Missing	2	

Any other comments?

Response
On question 9 - only because not everyone is interested
I'm confused why patients with disabilities (deaf) don't bring their own interpreter. I'm not seeing a difference between communicating with them and communicating with non-English speaking patients. Is it the dental office responsibility to provide a Russian, Italian, Asian interpreter or do they bring someone who communicates often with them? Why doesn't the state provide interpreters? Where is the dentist getting one?
It's cold
Thank you
Videos (testimonials) were very good. Lecturer should expand discussion on each slide. Slides and handout were difficult to read and appreciate their implications.

## Oral Health Needs of Delawareans February 2018 Responses

Dental Practice Role: *(Please circle one.)*

Response	Pre-Test		Post-Test	
	#	%	#	%
Dentist	5	42%	6	46%
Dental front office	0	0%	0	0%
Dental hygienist	5	42%	5	38%
Dental assistant	2	16%	2	15%
Total	12	100%	13	100%
Missing	1		0	

How many years have you been in the dentistry field? *(Please circle one.)*

Response	Pre-Test		Post-Test	
	#	%	#	%
Less than 2 years	0	0%	0	0%
2-5 Years	3	25%	3	23%
6-10 years	1	8%	1	8%
11-20 years	1	8%	1	8%
20-30 years	4	34%	4	31%
Over 30 years	3	25%	4	31%
Total	12	100%	13	100%
Missing	1		0	

In which county do you mainly work? *(Please circle one.)*

Response	Pre-test		Post-test	
	#	%	#	%
New Castle	6	55%	5	42%
Kent	4	36%	4	33%
Sussex	1	9%	1	8%
Total	11	100%	12	100%
Missing	2		1	

Please indicate the below statements that you think are true by placing a "T" next to the statement.  
*Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Most individuals with disabilities have received dental care within the last year.	0	0%	1	8%
Individuals with SSI Disability through Medicaid are more likely to go the emergency department because of non-traumatic dental conditions than other Medicaid clients.	8	67%	9	69%

Response	Pre-test		Post-test	
	#	%	#	%
Not having transportation to get to a dentist is the main reason an individual with disabilities may delay dental care.	8	67%	6	46%
Almost two-thirds of parents of children with disabilities are extremely confident in filling out dental forms.	0	0%	5	38%
Individuals with disabilities should be treated the same as other patients.	8	67%	11	85%
Communicating with the patient using gestures, showing tools and equipment as you talk about them, and asking them simple questions to check their understanding are all helpful techniques	11	92%	12	92%
Delaware Medicaid covers only preventative dental care for all Medicaid beneficiaries.	3	25%	0	0%
The use of visual aids only distracts the patient. Keep the visit as simple as possible.	2	17%	3	23%

From the list below, please check the most frequent reason you think most individuals with disabilities give when asked why they do not have a usual source of dental care. *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cannot find a dentist who is competent in working with individuals with disabilities.	3	38%	0	0%
Cannot afford dental care.	1	13%	6	100%
Seldom or never need dental care.	0	8%	0	0%
No accommodation available in dental office for individuals with disabilities.	1	13%	0	0%
Do not know where to go for dental care.	3	38%	0	0%
Total	8	100%	6	100%
Missing	4		7	

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – <i>not often</i>	2	17%	3	23%
2	3	25%	3	23%
3	3	25%	3	23%
4	2	17%	2	15%
5 – <i>very often</i>	2	17%	2	15%
Total	12	100%	13	100%
Missing	1		0	

#### FOLLOWING ONLY ASKED IN POST SURVEY

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – <i>did not increase</i>	1	8%
2	1	8%
3	1	8%
4	2	15%
5 – <i>very much increased</i>	8	62%
Total	13	100%
Average	4.2	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – <i>did not help</i>	0	0%
2	0	0%
3	0	0%
4	4	33%
5 – <i>very much helped</i>	8	67%
Total	12	100%
Missing	1	
Average	4.7	

What is the most important thing you learned during today's training?

Response
Ask caregiver for special signs that would be helpful to understand patients' needs. Involve patient in treatment planning.
Communicate, determine their needs, listen/respect
How to better use the tools I already have access to-- visual guides, etc. Sometimes visual aides are better than over explaining. Just ASK!

I learned that there are so many people with disabilities and if we took the time to listen, not only hear them that we could make a difference not only for them but for us all.

Just listen to the patient with disabilities

Listen to what is being said, people with disabilities are the experts. It's a two way street.

Making the experience better as a whole

Putting up signs and posting info on our website as well that we will provide an interpreter as needed.

Seeing a patient's perspective and understanding their apprehension when scheduling appointments

That it is very important to listen and take direction from the patient and parent. That where can be hidden obstacles to access?

To listen. I have often in the past but may not have listened. Try, see where and how you can get.

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

#### Response

Get an interpreter

I think all areas were touched today.

Never had training before. And we don't see many patients with disabilities.

Patience

Resources for interpretation services or information for disabled patients so they would be less concerned when calling offices to become a new patient.

Yes. Showing new techniques and possible care examples

Please rate, on a scale of 1 – 5, this training in terms of Trainer's Expertise, Clarity, and Responsiveness to your educational needs below.

Expertise		
Response	#	%
1 - low	0	0%
2	0	0%
3	0	0%
4	2	15%
5 - high	11	85%
Total	13	100%
Average	4.8	

Clarity		
Response	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	1	8%
5 - <i>high</i>	12	92%
Total	13	100%
Average	4.9	

Responsiveness		
Response	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	2	15%
5 - <i>high</i>	11	85%
Total	13	100%
Average	4.8	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – <i>not likely</i>	0	0%
2	0	0%
3	0	0%
4	1	8%
5 – <i>very likely</i>	12	92%
Total	13	100%
Average	4.9	

Any other comments?

Excellent
I actually recognize several of the people in the interviews. I was happy to hear that the processes we used were useful for them-counting, STOP cards, listening for their needs, knowing the individual's personal interactions had significance and required us to respond....very exciting.
Thank you for having this course and having it downstate. Downstate people have limited representation and access to training. As a parent of a special needs person, I have to go through a lot to attend a course upstate.
Thank you for giving me some knowledge. I hope that will this knowledge that our office will make the changes that it needs.
The format of the printed slides presented the graphs too small to read the labels.
Very nice presentation!



Dental Practice Role: Same in pre and post test

Role	Pre-Test		Post-Test	
	#	%	#	%
Dentist	6	86%	5	83%
Dental front office	1	14%	1	17%
Dental hygienist	0	0%	0	0%
Dental assistant	0	0%	0	0%
Total	7	100%	6	100%
Missing	0		1	

How many years have you been in the dentistry field? *Same in pre and post test*

Response	#	%
Less than 2 years	4	57%
2-5 Years	0	0%
6-10 years	1	14%
11-20 years	0	0%
20-30 years	1	14%
Over 30 years	1	14%
Total	7	100%

In which county do you mainly work? *(Please circle one.)*

County	Pre-test		Post-test	
	#	%	#	%
New Castle	7	100%	23	96%
Kent	0	0%	1	4%
Sussex	0	0%	0	0%
Total	7	100%	24	100%
Missing	0			

Please indicate the below statements that you think are true by placing a “T” next to the statement.  
*Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Most individuals with disabilities have received dental care within the last year.	0	0%	0	0%
Individuals with SSI Disability through Medicaid are more likely to go the emergency department because of non-traumatic dental conditions than other Medicaid clients.	5	71%	4	67%
Not having transportation to get to a dentist is the main reason an individual with disabilities may delay dental care.	5	71%	2	33%
<b>Almost two-thirds of parents of children with disabilities are</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

Response	Pre-test		Post-test	
	#	%	#	%
extremely confident in filling out dental forms.				
Individuals with disabilities should be treated the same as other patients.	7	100%	6	100%
Communicating with the patient using gestures, showing tools and equipment as you talk about them, and asking them simple questions to check their understanding are all helpful techniques	5	71%	6	100%
Delaware Medicaid covers only preventative dental care for all Medicaid beneficiaries.	0	0%	0	0%
The use of visual aids only distracts the patient. Keep the visit as simple as possible.	3	43%	1	17%

From the list below, please check the most frequent reason you think most individuals with disabilities give when asked why they do not have a usual source of dental care. *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
Cannot find a dentist who is competent in working with individuals with disabilities.	1	25%	1	33%
<b>Cannot afford dental care.</b>	<b>1</b>	<b>25%</b>	<b>1</b>	<b>33%</b>
Seldom or never need dental care.	0	0%	0	0%
No accommodation available in dental office for individuals with disabilities.	0	0%	0	0%
Do not know where to go for dental care.	2	50%	1	33%
Total	4	100%	3	100%
Missing	3		4	

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – <i>not often</i>	1	14%	1	17%
2	1	14%	0	0%
3	4	57%	3	50%
4	0	0%	1	17%
5 – <i>very often</i>	1	14%	1	17%
Total	7	100%	6	100%
Missing	0		1	

**FOLLOWING ONLY ASKED IN POST SURVEY**

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – <i>did not increase</i>	0	0%
2	0	0%
3	1	17%
4	4	68%
5 – <i>very much increased</i>	1	17%
<b>Total</b>	6	100%

What was the most important thing you learned?

Response
All ADA approved facilities are not actually accommodating to ADA patient needs
Listen, just don't hear
Personal feelings about care and dental offices responses
The statistics

Do you have any suggestions?

Response
Train caregiver

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – <i>did not help</i>	0	0%
2	0	0%
3	1	20%
4	1	20%
5 – <i>very much helped</i>	3	60%
Total	5	100%
Missing	1	
Average	4.4	

EXPERTISE	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	1	20%
4	1	20%
5 - <i>high</i>	3	60%
Total	5	100%
Average	4.4	

CLARITY	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	2	40%
5 - <i>high</i>	3	60%
Total	5	100%
Average	4.6	

RESPONSIVENESS	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	2	40%
5 - <i>high</i>	3	60%
Total	5	100%
Average	4.6	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Rating	#	%
1 – <i>not likely</i>	0	0%
2	0	0%
3	0	0%
4	2	33%
5 – <i>very likely</i>	4	67%
Total	6	100%
Average	4.7	

Any other comments?

None given.

## Disability Awareness and Sensitivity Combined Responses

Trainings		
Training	#	%
1	26	50%
2	11	21%
3	7	13%
4	8	15%
Total	52	100%

### Dental Practice Role:

	Pre-test		Post-test	
	#	%	#	%
Dentist	23	47%	24	49%
Dental front office	7	14%	6	12%
Dental hygienist	13	27%	13	27%
Dental assistant	6	12%	6	12%
Total	49	100%	49	100%
<i>Missing=3</i>				

### How many years have you been in the dentistry field?

Years	#	%
Less than 2 years	12	24%
2-5 Years	7	14%
6-10 years	5	10%
11-20 years	7	14%
20-30 years	8	16%
Over 30 years	12	24%
Total	51	100%
<i>Missing = 1</i>		
<i>Same answers for pre- and post</i>		

### In which county do you mainly work?

County	Pre-test		Post-Test	
	#	%	#	%
New Castle	43	88%	44	88%
Kent	5	10%	5	10%
Sussex	1	2%	1	2%
Total	49	100%	50	100%
Missing	3		2	

How comfortable do you feel communicating with patients with disabilities? Only asked on pre-test.

Rating	#	%
1 – not comfortable	3	6%
2	7	13%
3	18	35%
4	15	29%
5 – very comfortable	9	17%
Total	52	100%

Which definition below do you think is the **best** definition of “disability”? *Correct statements indicated in dark blue fill.*

Definition	Pre-test		Post-test	
	#	%	#	%
<b>A continuum of conditions</b>	<b>20</b>	<b>41%</b>	<b>27</b>	<b>58%</b>
Deficiency/abnormality	3	6%	2	4%
Physical/mental impairment	26	53%	18	38%
Something that can/needs to be cured.	0	0%	0	0%
Total	49	100%	47	100%
Missing	3		5	

Check all of the following sentences that you feel use appropriate language when referring to people with disabilities. *Correct statements indicated in dark blue fill.*

Statements	Pre-test		Post-test	
	#	%	#	%
John is a disabled employee who we want to make comfortable.	18	35%	7	13%
<b>Sue uses a hearing aid on a daily basis.</b>	<b>38</b>	<b>73%</b>	<b>45</b>	<b>87%</b>
It is unfortunate that Mary is wheelchair bound.	2	4%	0	0%
Make sure you never sit in the handicapped seats when on public transportation.	15	29%	2	4%
<b>This hotel has accessible parking.</b>	<b>50</b>	<b>96%</b>	<b>46</b>	<b>88%</b>

Are you familiar with the term “people first” language?

Response	Pre-test		Post-test	
	#	%	#	%
Yes	13	27%	46	98%
No	35	73%	1	3%
Total	48	100%	47	100%
Missing	4		5	

Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate.

Statements	Pre-test		Post-test	
	#	%	#	%
To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.	9	17%	5	10%
<b>To make the visit go more smoothly, make plans beforehand.</b>	<b>47</b>	<b>90%</b>	<b>50</b>	<b>96%</b>
Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.	24	46%	11	21%
Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.	12	23%	8	15%
<b>Explain what you are going to do first at each step.</b>	<b>50</b>	<b>98%</b>	<b>46</b>	<b>89%</b>

How often do you interact with patients with disabilities? Only asked on pre-test.

Response	#	%
1 – not often	15	29%
2	10	20%
3	14	27%
4	9	18%
5 – very often	3	6%
Total	51	100%
Missing=1 Only asked on pre-test		

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your comfort level about communicating with patients with disabilities?

Rating	#	%
1 – did not increase	1	2%
2	0	0%
3	4	8%
4	16	31%
5 – very much increased	30	59%
Total	51	100%
Average	4.5	
Missing	1	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

	#	%
1 – <i>did not help</i>	1	2%
2	0	0%
3	3	6%
4	15	29%
5 – <i>very much help</i>	32	63%
Total	51	100%
Average	4.5	
Missing	1	

What is the most important thing you learned during today's training?

Response
Appropriate language
Be considerate and put yourself in the patients place.
Communicating w/people w/physical disability
Don't use labels and call them by their name.
How to better handle all aspects of Delawareans with disabilities.
Learning people-first language
Listening, preparing, determining needs
More knowledge increases my comfort level
People 1st language
People First Language is Key
People first language
People with disabilities are regular people.
People's first language
Proper "people first" language
Proper language and how to better assist patients with all different types of disabilities
Take a second look at how specific words and ways of communicating may give unintended offense
Talk to person not caregiver.
The rephrasing exercise was super interest and good for teach me how to speak more thoughtfully.
There are other more responsible ways to say things
To ask patients with disabilities how they learn best
To use People First Language for people with disabilities
Treat everyone the same/with respect.
Treat the person. Do not consider the person and the disease as equal.
Very helpful learning how to communicate effectively and properly.
Com skills
First language suggestion, proper first greetings
Having patience and being understanding and professional
How language shapes value



Response
Interactive exercises
Learned about people first language
People first concept
People first language
Treat everyone the same and that all people have a disability
Use of language- is vs. has, uses wheelchair- not wheelchair included, PEOPLE FIRST language
Use of proper language

Suggestions?

Response
Peer-to-peer training
Similar topics as this with more scenarios
No
No suggestion, I loved this section
Repetition and reinforcement
Hands on experience
Rotations with care for people with disabilities.
Everything was great

On a scale of 1-5, please rate this training in terms of **Trainer's Expertise, Clarity,** and **Responsiveness** to your educational needs below.

Expertise		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	2	4%
4	4	8%
5 - <i>high</i>	43	88%
Total	49	100%
Average	4.8	
Missing	3	

Clarity		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	6	12%
5 - <i>high</i>	44	88%
Total	50	100%
Average	4.9	
Missing	2	

Responsiveness		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	6	12%
5 - <i>high</i>	44	88%
Total	50	100%
Average	4.9	
Missing	2	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – <i>not likely</i>	1	2%
2	0	0%
3	3	6%
4	6	12%
5 – <i>very likely</i>	39	80%
Total	49	100%
Average	4.7	
Missing	3	

Any other comments?

Great presentation
Great presentations!
I fell asleep. Was the same thing over and over.
I felt like I was back in high school. I'm too old for some of these ways of training. Also, some of it was common sense.
Overall a great presentation. Very informative. I feel like I have a better perspective of people with disabilities. I now know the proper care. Thank you!
Relates to the audience well. Kept the lecture up beat and interesting. Excellent information.
Thank you!
This section was so much fun and really opened my eyes to the language I use and some other errors I make during my day. Thank you. I learned a lot.
Very informative
Great course and presentation. Very interactive and valuable advice on working with this group of patients.

## Disability Awareness and Sensitivity January 2018 Responses

Dental Practice Role:	#	%
Dentist	6	26%
Dental front office	6	26%
Dental hygienist	7	30%
Dental assistant	4	17%
Total	23	100%
<i>Missing=3</i>		
<i>Same answers for pre- and post</i>		

How many years have you been in the dentistry field?

Years in Dentistry Field	#	%
Less than 2 years	0	0%
2-5 Years	3	12%
6-10 years	3	12%
11-20 years	6	24%
20-30 years	6	24%
Over 30 years	7	28%
Total	25	100%
<i>Missing = 1</i>		
<i>Same answers for pre- and post</i>		

In which county do you mainly work?

Pre-test			Post-test		
	#	%		#	%
New Castle	22	92%	New Castle	24	92%
Kent	2	8%	Kent	1	8%
Sussex	0	0%	Sussex	0	0%
Total	24	100%	Total	25	100%
Missing	2		Missing	1	
<i>Two people changed answers for the posttest; but majority (85/92%) were in NCC.</i>					

How comfortable do you feel communicating with patients with disabilities?

Rating	#	%
1 – not comfortable	0	0%
2	2	8%
3	8	31%
4	10	38%
5 – very comfortable	6	23%
Total	26	100%

Which definition below do you think is the **best** definition of disability? *Best answer is “A continuum of conditions”.*

Definitions	Pre-test		Post-test	
	#	%	#	%
<b>A continuum of conditions</b>	<b>11</b>	<b>44%</b>	<b>15</b>	<b>65%</b>
Deficiency/abnormality	3	12%	1	4%
Physical/mental impairment	11	44%	7	30%
Something that can/needs to be cured.	0	0%	0	0%
Total	25	100%	23	100%
Missing	1		3	

Check all of the following sentences that you feel use appropriate language when referring to people with disabilities. *Correct statements indicated in dark blue fill.*

Statements	Pre-test		Post-test	
	#	%	#	%
John is a disabled employee who we want to make comfortable.	10	3%	3	13%
<b>Sue uses a hearing aid on a daily basis.</b>	<b>18</b>	<b>72%</b>	<b>21</b>	<b>88%</b>
It is unfortunate that Mary is wheelchair bound.	2	8%	0	0%
Make sure you never sit in the handicapped seats when on public transportation.	7	28%	1	4%
<b>This hotel has accessible parking.</b>	<b>25</b>	<b>100%</b>	<b>23</b>	<b>96%</b>
Missing	1		2	

Are you familiar with the term people first language?

Response	Pre-test		Post-test	
	#	%	#	%
Yes	5	20%	23	96%
No	20	80%	1	4%
Total	25	100%	24	100%
Missing	1		2	

Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate. *Correct statements indicated in dark blue fill.*

Response	Pre-test		Post-test	
	#	%	#	%
To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.	5	20%	1	4%
<b>To make the visit go more smoothly, make plans beforehand.</b>	<b>25</b>	<b>100%</b>	<b>24</b>	<b>92%</b>
Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.	9	36%	3	12%
Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.	2	8%	1	4%
<b>Explain what you are going to do first at each step.</b>	<b>25</b>	<b>100%</b>	<b>22</b>	<b>85%</b>
Missing	1		0	

How often do you interact with patients with disabilities?

Response	#	%
1 – not often	5	20%
2	3	12%
3	10	40%
4	5	20%
5 – very often	2	8%
Total	25	100%
Missing=1 Only asked on pre-test		

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your comfort level about communicating with patients with disabilities? *(Please circle your rating below.)*

Response	#	%
1 – <i>did not increase</i>	1	4%
2	0	0%
3	2	8%
4	5	20%
5 – <i>very much increased</i>	17	68%
Total	25	100%
Missing	1	
Average	4.5	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities? (Please circle your rating below.)

Response	#	%
1 – <i>did not help</i>	1	4%
2	0	0%
3	1	4%
4	5	20%
5 – <i>very much helped</i>	18	72%
Total	25	100%
Missing	1	
Average	4.6	

What is the most important thing you learned during today's training? The most common answer (7 responses) was about *People First* language.

Responses
First language suggestion, proper first greetings
How language shapes value
People 1st language
People first concept
People first language
People First Language is Key
Use of language- is vs. has, uses wheelchair- not wheelchair included, PEOPLE FIRST language
Communication skills
Interactive exercises
People with disabilities are regular people.
Talk to person not caregiver.
There are other more responsible ways to say things
Treat everyone the same/with respect.
Treat the person. Do not consider the person and the disease as equal.

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
No
No suggestion, I loved this section
Repetition and reinforcement
Similar topics as this with more scenarios

On a scale of 1-5, please rate this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below. *(Please circle your ratings below.)*

<b>Expertise</b>		
<b>Rating</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	1	4%
4	2	9%
5 - <i>high</i>	20	87%
Total	23	100%
Missing	3	
Average	4.8	

<b>Clarity</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	3	13%
5 - <i>high</i>	21	88%
Total	24	100%
Missing	2	
Average	4.9	

<b>Responsiveness</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	3	13%
5 - <i>high</i>	21	88%
Total	24	100%
Missing	2	
Average	4.9	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – <i>not likely</i>	1	4%
2	0	0%
3	1	4%
4	2	8%
5 – <i>very likely</i>	20	83%
Total	24	100%
Missing	2	
Average	4.7	

Any other comments?

Comment
Great presentation
Great presentations!
I fell asleep. Was the same thing over and over.
I felt like I was back in high school. I'm too old for some of these ways of trainings. Also, some of it was common sense.
Relates to the audience well. Kept the lecture upbeat and interesting. Excellent information.
This section was so much fun and really opened my eyes to the language I use and some other errors I make during my day. Thank you. I learned a lot.
Very informative.



## Disability Awareness and Sensitivity February 2018 Responses

### Dental Practice Role:

	#	%
Dentist	3	27%
Dental front office	0	0%
Dental hygienist	6	55%
Dental assistant	2	18%
Total	11	100%
<i>Same answers for pre- and post</i>		

### How many years have you been in the dentistry field?

Years	#	%
Less than 2 years	0	0%
2-5 Years	3	27%
6-10 years	1	9%
11-20 years	1	9%
20-30 years	2	18%
Over 30 years	4	37%
Missing	0	0%
Total	11	100%
<i>Same answers for pre- and post</i>		

### In which county do you mainly work?

County	#	%
New Castle	6	60%
Kent	3	30%
Sussex	1	10%
Total	10	100%
<i>Missing = 1</i>		
<i>Same answers for pre- and post.</i>		

### How comfortable do you feel communicating with patients with disabilities?

Rating	#	%
1 – not comfortable	1	9%
2	1	9%
3	4	36%
4	2	18%
5 – very comfortable	3	27%
Total	11	100%

Which definition below do you think is the **best** definition of “disability”? *Correct statements indicated in dark blue fill.*

Definition	Pre-test		Post-test	
	#	%	#	%
<b>A continuum of conditions</b>	<b>2</b>	<b>20%</b>	<b>3</b>	<b>30%</b>
Deficiency/abnormality	0	0%	1	10%
Physical/mental impairment	8	80%	6	60%
Something that can/needs to be cured.	0	0%	0	0%
Total	10	100%	10	100%
Missing	1		1	

Check all of the following sentences that you feel use appropriate language when referring to people with disabilities. *Correct statements indicated in dark blue fill.*

Statements	Pre-test		Post-test	
	#	%	#	%
John is a disabled employee who we want to make comfortable.	4	36%	3	27%
<b>Sue uses a hearing aid on a daily basis.</b>	<b>7</b>	<b>63%</b>	<b>9</b>	<b>82%</b>
It is unfortunate that Mary is wheelchair bound.	0	0%	0	0%
Make sure you never sit in the handicapped seats when on public transportation.	0	0%	0	0%
<b>This hotel has accessible parking.</b>	<b>10</b>	<b>91%</b>	<b>9</b>	<b>82%</b>

Are you familiar with the term “people first” language?

Response	Pre-test		Post-test	
	#	%	#	%
Yes	1	10%	9	100%
No	9	90%	0	0%
Total	10	100%	9	100%
Missing	1		2	

Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate.

Statements	Pre-test		Post-test	
	#	%	#	%
To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.	4	36%	4	36%
<b>To make the visit go more smoothly, make plans beforehand.</b>	<b>10</b>	<b>91%</b>	<b>11</b>	<b>100%</b>
Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.	8	73%	6	55%
Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.	3	27%	3	27%
<b>Explain what you are going to do first at each step.</b>	<b>11</b>	<b>100%</b>	<b>10</b>	<b>91%</b>

How often do you interact with patients with disabilities?

Response	#	%
1 – <i>not often</i>	5	45%
2	2	18%
3	1	9%
4	2	18%
5 – <i>very often</i>	1	9%
Total	11	100%
<i>Only asked on pre-test</i>		

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your comfort level about communicating with patients with disabilities?

Rating	#	%
1 – <i>did not increase</i>	0	0%
2	0	0%
3	1	9%
4	3	27%
5 – <i>very much increased</i>	7	64%
Total	11	100%
Average	4.5	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

	#	%
1 – <i>did not help</i>	0	0%
2	0	0%
3	0	0%
4	3	27%
5 – <i>very much help</i>	8	73%
Total	11	100%
Average	4.7	

What is the most important thing you learned during today's training?

Response
Appropriate language
Be considerate and put yourself in the patients place.
How to better handle all aspects of Delawareans with disabilities.
Listening, preparing, determining needs
Proper language and how to better assist patients with all different types of disabilities
Take a second look at how specific words and ways of communicating may give unintended offense
Having patience and being understanding and professional
Treat everyone the same and that all people have a disability
Use of proper language

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
None

On a scale of 1-5, please rate this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

Expertise		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	0	0%
5 - <i>high</i>	11	100%
Total	11	100%
Average	5.0	

Clarity		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	1	9%
5 - <i>high</i>	10	91%
Total	11	100%
Average	4.9	

Responsiveness		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	1	9%
5 - <i>high</i>	10	91%
Total	11	100%
Average	4.9	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 - <i>not likely</i>	0	0%
2	0	0%
3	0	0%
4	1	9%
5 - <i>very likely</i>	9	91%
Total	10	100%
Average	4.9	
Missing	11	

Any other comments?

**Response**

Thank you!

Overall a great presentation. Very informative. I feel like I have a better perspective of people with disabilities. I now know the proper care. Thank you!

## Disability Awareness and Sensitivity April 2018 Responses

### Dental Practice Role:

	#	%
Dentist	6	86%
Dental front office	1	14%
Dental hygienist	0	0%
Dental assistant	0	0%
Total	7	100%
<i>Same answers for pre- and post</i>		

### How many years have you been in the dentistry field?

Years	#	%
Less than 2 years	4	57%
2-5 Years	1	14%
6-10 years	1	14%
11-20 years	0	0%
20-30 years	0	0%
Over 30 years	1	14%
Total	7	100%
<i>Same answers for pre- and post</i>		

### In which county do you mainly work?

County	#	%
New Castle	7	100%
Kent	0	0%
Sussex	0	0%
Total	7	100%
<i>Same answers for pre- and post.</i>		

### How comfortable do you feel communicating with patients with disabilities? *Only pre-test.*

Rating	#	%
1 – <i>not comfortable</i>	0	0%
2	2	29%
3	3	43%
4	2	29%
5 – <i>very comfortable</i>	0	0%
Total	7	100%

Which definition below do you think is the **best** definition of “disability”? *Correct statements indicated in dark blue fill.*

Definition	Pre-test		Post-test	
	#	%	#	%
<b>A continuum of conditions</b>	<b>3</b>	<b>50%</b>	<b>5</b>	<b>83%</b>
Deficiency/abnormality	0	0%	0	0%
Physical/mental impairment	3	50%	1	17%
Something that can/needs to be cured.	0	0%	0	0%
Total	6	100%	6	100%
Missing	1		1	

Check all of the following sentences that you feel use appropriate language when referring to people with disabilities. *Correct statements indicated in dark blue fill.*

Statements	Pre-test		Post-test	
	#	%	#	%
John is a disabled employee who we want to make comfortable.	4	57%	1	14%
<b>Sue uses a hearing aid on a daily basis.</b>	<b>5</b>	<b>71%</b>	<b>7</b>	<b>100%</b>
It is unfortunate that Mary is wheelchair bound.	0	0%	0	0%
Make sure you never sit in the handicapped seats when on public transportation.	3	43%	1	14%
<b>This hotel has accessible parking.</b>	<b>7</b>	<b>100%</b>	<b>6</b>	<b>86%</b>

Are you familiar with the term “people first” language?

Response	Pre-test		Post-test	
	#	%	#	%
Yes	3	43%	7	100%
No	4	57%	0	0%
Total	7	100%	7	100%



Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate.

Statements	Pre-test		Post-test	
	#	%	#	%
To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.	0	0%	0	0%
<b>To make the visit go more smoothly, make plans beforehand.</b>	<b>6</b>	<b>86%</b>	<b>7</b>	<b>100%</b>
Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.	5	71%	1	14%
Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.	2	29%	3	43%
<b>Explain what you are going to do first at each step.</b>	<b>6</b>	<b>86%</b>	<b>6</b>	<b>86%</b>

How often do you interact with patients with disabilities?

Response	#	%
1 – <i>not often</i>	1	14%
2	2	29%
3	3	43%
4	1	14%
5 – <i>very often</i>	0	0%
Total	7	100%
<i>Only asked on pre-test</i>		

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your comfort level about communicating with patients with disabilities?

Rating	#	%
1 – <i>did not increase</i>	0	0%
2	0	0%
3	0	0%
4	4	57%
5 – <i>very much increased</i>	3	43%
Total	7	100%
Average	4.4	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

	#	%
1 – <i>did not help</i>	0	0%
2	0	0%
3	1	14%
4	4	57%
5 – <i>very much help</i>	2	29%
Total	7	100%
Average	4.5	

What is the most important thing you learned during today's training?

Response
Don't use labels and call them by their name.
Learning people first language
More knowledge increases my comfort level
People's first language
To ask patients with disabilities how they learn best
people first language
Don't use labels and call them by their name.

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
Peer-to-peer training

On a scale of 1-5, please rate this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

Expertise		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	1	14%
4	2	29%
5 - <i>high</i>	4	57%
Total	7	100%
Average	4.8	

Clarity		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	2	29%
5 - <i>high</i>	5	71%
Total	7	100%
Average	4.9	

Responsiveness		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	2	29%
5 - <i>high</i>	5	71%
Total	7	100%
Average	4.9	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 - <i>not likely</i>	0	0
2	0	0
3	1	14%
4	2	29%
5 - <i>very likely</i>	4	57%
Total	7	100%
Average	4.7	

Any other comments? None.

## Disability Awareness and Sensitivity June 2018 Responses

### Dental Practice Role:

	#	%
Dentist	8	100%
Dental front office	0	0%
Dental hygienist	0	0%
Dental assistant	0	0%
Total	8	100%
<i>Same answers for pre- and post</i>		

### How many years have you been in the dentistry field?

Years	#	%
Less than 2 years	8	100%
2-5 Years	0	0%
6-10 years	0	0%
11-20 years	0	0%
20-30 years	0	0%
Over 30 years	0	0%
Total	8	100%
<i>Same answers for pre- and post</i>		

### In which county do you mainly work?

County	Pre-test		Post-test	
	#	%	#	%
New Castle	8	100%	7	88%
Kent	0	0%	1	13%
Sussex	0	0%	0	0%
Total	8	100%	8	100%

### How comfortable do you feel communicating with patients with disabilities? Not asked on post-test

Rating	#	%
1 – <i>not comfortable</i>	2	25%
2	2	25%
3	3	38%
4	1	13%
5 – <i>very comfortable</i>	0	0%
Total	8	100%

Which definition below do you think is the **best** definition of “disability”? *Correct statements indicated in dark blue fill.*

Definition	Pre-test		Post-test	
	#	%	#	%
<b>A continuum of conditions</b>	<b>4</b>	<b>50%</b>	<b>4</b>	<b>50%</b>
Deficiency/abnormality	0	0%	0	0%
Physical/mental impairment	4	50%	4	50%
Something that can/needs to be cured.	0	0%	0	0%
Total	8	100%	6	100%
Missing	0		1	

Check all of the following sentences that you feel use appropriate language when referring to people with disabilities. *Correct statements indicated in dark blue fill.*

Statements	Pre-test		Post-test	
	#	%	#	%
John is a disabled employee who we want to make comfortable.	0	0%	0	0%
<b>Sue uses a hearing aid on a daily basis.</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>
It is unfortunate that Mary is wheelchair bound.	0	0%	0	
Make sure you never sit in the handicapped seats when on public transportation.	5	63%	0	0%
<b>This hotel has accessible parking.</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>100%</b>

Are you familiar with the term “people first” language?

Response	Pre-test		Post-test	
	#	%	#	%
Yes	2	33%	7	100%
No	4	67%	0	0%
Total	6	100%	7	100%
Missing	2		1	

Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate.

Statements	Pre-test		Post-test	
	#	%	#	%
To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.	0	0%	0	0%
<b>To make the visit go more smoothly, make plans beforehand.</b>	<b>6</b>	<b>75%</b>	<b>8</b>	<b>100%</b>
Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.	2	25%	1	13%
Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.	5	63%	1	13%
<b>Explain what you are going to do first at each step.</b>	<b>8</b>	<b>100%</b>	<b>8</b>	<b>86%</b>

How often do you interact with patients with disabilities?

Response	#	%
1 – <i>not often</i>	4	50%
2	3	38%
3	0	0%
4	1	13%
5 – <i>very often</i>	0	0%
Total	8	100%
<i>Only asked on pre-test</i>		

**Post-test questions only follow:**

On a scale of 1-5, did this training increase your comfort level about communicating with patients with disabilities?

Rating	#	%
1 – <i>did not increase</i>	0	0%
2	0	0%
3	1	13%
4	4	50%
5 – <i>very much increased</i>	3	38%
Total	8	100%
Average	4.3	

On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities?

	#	%
1 – <i>did not help</i>	0	0%
2	0	0%
3	1	13%
4	3	38%
5 – <i>very much help</i>	4	50%
Total	8	100%
Average	4.4	

What is the most important thing you learned during today's training?

Response
Communicating w/people w/physical disability
People first language
Proper "people first" language
The rephrasing exercise was super interest and good for teach me how to speak more thoughtfully.
To use People First Language for people with disabilities
Very helpful learning how to communicate effectively and properly.
learned about people first language

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
Hands on experience
Rotations with care for people with disabilities.
everything was great

On a scale of 1-5, please rate this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

Expertise		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	0	0%
5 - <i>high</i>	8	100%
Total	0	100%
Average	5.0	

Clarity		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	0	0%
5 - <i>high</i>	8	100%
Total	0	100%
Average	5.0	

Responsiveness		
Rating	#	%
1 - <i>low</i>	0	0%
2	0	0%
3	0	0%
4	0	0%
5 - <i>high</i>	8	100%
Total	0	100%
Average	5.0	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – <i>not likely</i>	0	0
2	0	0
3	1	13%
4	1	13%
5 – <i>very likely</i>	6	75%
Total	8	100%
Average	4.6	

Any other comments?

Response
Great course and presentation. Very interactive and valuable advice on working with this group of patients.



## Preparing Effectively for Treating Patients with Disabilities Combined Responses

Trainings		
Training	#	%
1	27	59%
2	13	28%
3	6	13%
Total	46	100%

### Dental Practice Role:

Dental Practice Role	Pre-test		Post-test	
	#	%	#	%
Dentist	19	42%	19	42%
Dental front office	6	13%	6	13%
Dental hygienist	14	31%	13	29%
Dental assistant	6	13%	7	16%
Total	45	100%	45	100%
Missing	1		1	

### How many years have you been in the dentistry field?

Years	Pre-test		Post-test	
	#	%	#	%
Less than 2 years	3	7%	3	7%
2-5 Years	7	15%	7	16%
6-10 years	5	11%	5	11%
11-20 years	8	17%	8	18%
20-30 years	11	24%	10	22%
Over 30 years	12	26%	12	27%
Total	46	100%	45	100%
Missing	0		1	

### In which county do you mainly work?

County	Pre-test		Post-test	
	#	%	#	%
New Castle	36	86%	37	86%
Kent	5	12%	5	12%
Sussex	1	2%	1	2%
Total	42	100%	43	100%
Missing	4		3	

Please indicate two things your practice might include in a treatment plan for someone who is blind or who has low vision. *The answers in dark blue below are the responses that were emphasized in the training and the number of individuals choosing each response both pre- and post- training.*

Response	Pre-Test		Post-Test	
	#	%	#	%
Health history over phone	0	0%	20	43%
Verbal	17	37%	17	37%
Dark glasses	2	4%	13	28%
Describe motion	7	15%	10	22%
Approach from front	0	0%	3	7%
Extra time	3	7%	2	4%
Electric toothbrush	2	4%	0	0%
Touching	8	17%	1	2%
Light variation	0	0%	5	11%
3d model	1	2%	0	0%
Guide	7	15%	1	2%
ADA	4	9%	0	0%
Braille	2	4%	3	7%
Consistent flooring	1	2%	0	0%
Increase font size/darker font	3	7%	0	0%
Have equipment ready to accommodate	2	4%	0	0%
Nitrous sedation if patient is anxious	1	2%	0	0%
How best to communicate	1	2%	0	0%
Video	1	2%	0	0%
Audio aids	0	0%	1	2%
Clear path	0	0%	2	4%
Transportation	0	0%	1	2%
Arrange cues prior to visit	0	0%	1	2%
Caretaker	0	0%	1	2%
Pretreatment discussions of procedures to be completed	0	0%	1	2%
<i>Note: Answers do not sum up to 100%; respondents were asked to give two answers.</i>				

Please indicate two things your practice might include in a treatment plan for someone who is deaf or hard of hearing. *The answers in dark blue below are the responses that were emphasized in the training and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Remove your mask more often to speak to the patient	1	2%	7	15%
Establish visual cues such as pointing, or touching the cheek to tell the patient to turn	2	4%	5	11%
Review procedure before putting on your mask	2	4%	2	4%
Have written materials	8	17%	1	2%
Charts	0	0%	0	0%
Pictures	0	0%	8	17%
Visual Aid	22	48%	15	33%
Interpreter	18	39%	14	30%
Extra time	2	4%	2	4%
Sign language	2	4%	1	2%
Braille	1	2%	0	0%
IPad	1	2%	1	2%
Hard of hearing, speak loud and clear	1	2%	1	2%
Discuss noises	0	0%	1	2%
Wide hallways	0	0%	1	2%
Ask	0	0%	2	4%
Can patient read lips	0	0%	1	2%
Beware of noise in background	0	0%	1	2%
Lower tone of voice	0	0%	1	2%
Talk in a regular voice	0	0%	1	2%
Hearing aid?	0	0%	2	4%

Please indicate two things your practice might include in a treatment plan for someone who has Intellectual Disabilities. *The answers in dark blue below are the responses that were emphasized in the training and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use simple language and be repetitive	9	20%	36	78%
Speak slowly and allow sufficient time for the patient to respond.	2	4%	5	11%
Have visual material ready for the procedure	16	35%	18	39%
Extra time	8	17%	4	9%
Environment (music, soothing)	4	9%	2	4%

Response	Pre		Post	
	#	%	#	%
Involve Caretaker	4	9%	5	11%
ADA	1	2%	0	0%
Communication with service provider	2	4%	0	0%
Confirm informed consent	1	2%	1	2%
Mouth prep	1	2%	0	0%
Do things that are firm	1	2%	0	0%
Desensitization visit	1	2%	0	0%
More interaction	1	2%	0	0%
Increase in recalls	1	2%	0	0%
Nitrous oxide	1	2%	0	0%
Being sensitive to particular patient needs	0	0%	1	2%
Can they brush their teeth	0	0%	1	2%
Meet and greet appointment	0	0%	1	2%
Interview patient	0	0%	1	2%
Patients' favorite item	0	0%	1	2%
Short simple treatment	0	0%	2	4%
Don't speak down to them	0	0%	1	2%
Speak softly	0	0%	1	2%

Please indicate two things your practice might include in a treatment plan for someone who has Autism Spectrum Disorder. *The answers in dark blue below are the responses that were emphasized in the training and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use most private treatment room available	1	2%	3	7%
Quiet treatment room	4	9%	2	4%
Low lighting treatment room	1	2%	19	41%
Few distractions in treatment room	1	2%	13	28%
Extra staff	1	2%	0	0%
Visual Aids	6	13%	2	4%
Ear phones	3	7%	0	0%
Extra time	7	15%	1	2%
Soft music	0	0%	16	35%
Picture book	1	2%	3	7%
Be repetitive	0	0%	5	11%
Intro appointment	3	7%	2	4%
Short Visit	3	7%	0	0%
Show and tell	5	11%	5	11%
ADA	1	2%	0	0%
Beware of sensations	2	4%	0	0%

Clear instructions	2	4%	0	0%
Mouth prep	1	2%	0	0%
Slow things down	1	2%	0	0%
Stress balls	1	2%	0	0%
Communicate with hand gestures	1	2%	0	0%
Know triggers	1	2%	1	2%
TV	1	2%	0	0%
Show caretaker	1	2%	0	0%
Avoid excessive explanation	1	2%	1	2%
Offer small toothbrush head/electric toothbrush	1	2%	0	0%
Something to keep patient occupied	1	2%	0	0%
Don't keep them waiting.	1	2%	0	0%
Sedation	1	2%	0	0%
Increase in recalls	1	2%	0	0%
Something to keep patient occupied	0	0%	0	0%
No joking around	0	0%	1	2%
Regimentation	0	0%	1	2%
Be literal In terms you use	0	0%	1	2%
Positive attitude, friendly face	0	0%	1	2%
Ready to go, prepared when patient comes back	0	0%	1	2%
Medical history ahead of time	0	0%	1	2%

What do you think are two questions you might ask the patient prior to the visit, which would make the visit more effective?

	Pre		Post	
	#	%	#	%
Can they sit still for a length of time?	0	0%	9	20%
Can they brush their own teeth?	0	0%	3	7%
Accommodations/Special Needs?	13	28%	10	22%
What do you want from visit?	17	37%	4	9%
Comfortable w/dentistry; past experience	4	9%	3	7%
Time of day	0	0%	4	9%
Fill out history prior to visit	0	0%	11	24%
Legal guardian	0	0%	6	13%
What makes them comfortable	1	2%	8	17%
Chief complaint	14	30%	7	15%
How do you learn best	2	4%	0	0%
What name do you prefer to be called	2	4%	1	2%
Are you eating/chewing your food	1	2%	0	0%

properly?				
Can we add extra time to your visit	1	2%	1	2%
Can you lay back in chair	1	2%	0	0%
How long has it been since last visit? Why?	1	2%	3	7%
What do you think is the best way to communicate	1	2%	0	0%
Do you need an interpreter?	0	0%	1	2%
Home care?	0	0%	1	2%
Home care activities	0	0%	1	2%

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – not often	10	23%	10	23%
2	8	18%	7	16%
3	17	39%	14	32%
4	6	14%	9	20%
5 – very often	3	7%	4	9%
Total	44	100%	44	100%
Missing	2		2	

#### Following questions only asked on POST

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – did not increase	3	7%
2	4	9%
3	4	9%
4	13	29%
5 – very much increased	21	47%
Total	45	100%
Missing	1	
Average	4.0	

Do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – did not help	0	0%
2	2	5%
3	2	5%
4	16	36%
5 – very much helped	24	55%
Total	44	100%
Missing	2	
Average	4.4	

What is the most important thing you learned during today's training?

Response
Ask if patient has special accommodations
Being prepared for patients with disabilities
Common sense, medical history, ask a lot of questions, listen
Don't have a routine for every person, care for the person on their mental and physical abilities
First, ask patients what sets them off. Pre appointment preparations
Get health history or updated 2 weeks before appointment
Giving comprehensive care, verbal consult with specialist
Go back, evaluate and look at our office, see if it actually works for a wheelchair or walker
How important it is to help patients with disabilities and how important that dentists and staff are knowledgeable
How to be more prepared to treat patients with disabilities
How to make one more comfortable with us by educating ourselves about the patient- not necessarily using a book or videos all of the time, teach each other
I love the idea of a virtual tour or picture book of familiar sights and people. All of my patients are senior citizens but that may help them hear
Instructive details for specific disabilities of some of the ways they address patient concerns
Just a good reminder of accommodations that should be available. Nice list of resources. Good ideas about making our own story board to show patients what we are doing
Meet and greet visit - repetition is so helpful. Suggestion of technologies to be utilized prior to appointment.
Particular practices those with differences type of disabilities
Picture back, comfort (?)
Picture book for autism patients
Preparation for all patients with disabilities
Problem focused solutions for dental care
Repetition
Resources
Sensitivity is key
Taking time with patient
That we can make many changes when treating special needs patients that would make them more comfortable and make us more successful
Treatment planning and questions to ask
Great ideas were given
How to better handle patients with disabilities
Learning about communication boards
Very informative both presentations so far

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
A video incorporated in this portion
I think the "Oral Health in the Home" program from PWP Pike Creek would be valuable to train offices how to work with the caregivers. They learn so much about how it feels to have their teeth worked on, during the instruction, plus, learn best tools.
No
No, I liked the course so far

See other comments

Show us how to get reimbursed for hiring sign language assistant etc. we are a small business

This was thorough and detailed and answered some questions from part 1

Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

EXPERTISE		
Response	#	%
1 - low	0	0%
2	0	0%
3	2	5%
4	8	19%
5 - high	33	77%
Total	43	100%
Missing	2	
Average	4.7	

CLARITY		
Response	#	%
1 - low	0	0%
2	0	0%
3	2	5%
4	9	21%
5 - high	33	77%
Total	43	100%
Missing	3	
Average	4.8	

Responsiveness		
Response	#	%
1 - low	0	0%
2	0	0%
3	4	9%
4	7	16%
5 - high	33	75%
Total	44	100%
Average	4.7	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?



Response	#	%
1 – not likely	2	0%
2	0	0%
3	1	2%
4	11	26%
5 – very likely	29	67%
Total	43	100%
Missing	3	
Average	4.5	

Any other comments?

Response
*Question 5 - Do you brush? How? Show me your brush
Good job on context and knowledge on the topic. Very informative
Great ideas and encouragement. So simple, yet so effective. Everyone should have to take this training every 5 years, just like PANDA exposure.
I'm impressed with the material very glad I signed up for this course.
Offer training with patients who have autism spectrum disorder_x000D_*Question 5 - Is there a good time of day?; visual cues and pictures
Thank you
Thank you - no other comments
Thank you!
Excellent presentation
Thank you for supplying this course

## Preparing Effectively for Treating Patients with Disabilities January 2018 Responses

Dental Practice Role: *(Please circle one.)*

Dental Practice Role	Pre-test		Post-test	
	#	%	#	%
Dentist	8	31%	8	31%
Dental front office	6	23%	6	23%
Dental hygienist	8	31%	7	27%
Dental assistant	4	15%	5	19%
Total	26	100%	26	100%
Missing	1		1	

How many years have you been in the dentistry field?

Years	Pre-test		Post-test	
	#	%	#	%
Less than 2 years	0	0%	0	0%
2-5 Years	3	11%	3	11%
6-10 years	3	11%	3	11%
11-20 years	7	26%	7	26%
20-30 years	7	26%	7	26%
Over 30 years	7	26%	7	26%
Total	27	100%	27	100%

In which county do you mainly work? *(Please circle one.)*

County	Pre-test		Post-test	
	#	%	#	%
New Castle	24	96%	25	96%
Kent	1	4%	1	4%
Sussex	0	0%	0	0%
Total	25	100%	26	100%
Missing	2		1	

Please indicate two things your practice might include in a treatment plan for someone who is blind or who has low vision. *The answers below are the areas focused on in the trainings and the number of individuals choosing each response both pre- and post- training.*

Response	Pre-Test		Post-Test	
	#	%	#	%
Health history over phone	0	0%	15	56%
Verbal	12	44%	13	48%
Dark glasses	0	0%	6	22%
Describe motion	3	11%	5	19%
Approach from front	0	0%	3	11%
Extra time	3	11%	2	7%
Touching	4	15%	1	4%

Response	Pre-Test		Post-Test	
	#	%	#	%
3d model	1	4%	0	0%
Guide	4	15%	0	0%
ADA	2	7%	0	0%
Braille	1	4%	1	4%
Consistent flooring	1	4%	0	0%
Increase font size	1	4%	0	0%
Have equipment ready to accommodate	2	7%	0	0%
Nitrous sedation if patient is anxious	1	4%	0	0%
Audio aids	0	0%	1	4%
Clear path	0	0%	2	7%
Transportation	0	0%	1	4%
<i>Note: Respondents were asked to give two answers.</i>				

Please indicate two things your practice might include in a treatment plan for someone who is deaf or hard of hearing. The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.

Response	Pre		Post	
	#	%	#	%
Remove your mask more often to speak to the patient	1	4%	5	19%
Establish visual cues such as pointing, or touching the cheek to tell the patient to turn	1	4%	2	7%
Review procedure before putting on your mask	0	0%	1	4%
Have written materials	7	26%	0	0%
Charts	0	0%	0	0%
Pictures	0	0%	8	30%
Visual Aid	10	37%	8	30%
Interpreter	0	0%	5	19%
Extra time	1	4%	1	4%
Sign language	2	7%	1	4%
Braille	1	4%	0	0%
Interpreter	13	48%	0	0%
Ipad	1	4%	1	4%
Hard of hearing, speak loud and clear	1	4%	1	4%
Ask	0	0%	2	7%
Can patient read lips	0	0%	1	4%
Beware of noise in background	0	0%	1	4%
Lower tone of voice	0	0%	1	4%

Talk in a regular voice	0	0%	1	4%
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Please indicate two things your practice might include in a treatment plan for someone who has Intellectual Disabilities. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use simple language and be repetitive	6	22%	18	67%
Speak slowly and allow sufficient time for the patient to respond.	1	4%	5	19%
Have visual material ready for the procedure	12	44%	9	33%
Extra time	6	22%	3	11%
Environment (music, soothing)	2	7%	0	0%
Involve Caretaker	1	4%	4	15%
ADA	1	4%	0	0%
Communication with service provider	2	7%	0	0%
Confirm informed consent	1	4%	1	4%
Mouth prep	1	4%	0	0%
Being sensitive to particular patient needs	0	0%	1	4%
Can they brush their teeth	0	0%	1	4%
Meet and greet appointment	0	0%	1	4%
Interview patient	0	0%	1	4%
Patients' favorite item	0	0%	1	4%
Short simple treatment	0	0%	2	7%

Please indicate two things your practice might include in a treatment plan for someone who has Autism Spectrum Disorder. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use most private treatment room available	1	4%	1	4%
Quiet treatment room	1	4%	0	0%
Low lighting treatment room	1	4%	13	48%
Few distractions in treatment room	1	4%	7	26%
Extra staff	1	4%	0	0%
Visual Aids	4	15%	1	4%
Ear phones	3	11%	0	0%
Extra time	5	19%	1	4%
Soft music	0	0%	10	37%
Picture book	0	0%	3	11%
Be repetitive	0	0%	2	7%
Intro appointment	1	4%	2	7%
Short Visit	0	0%	0	0%

Response	Pre		Post	
	#	%	#	%
Show and tell	1	4%	2	7%
ADA	1	4%	0	0%
Beware of sensations	2	7%	0	0%
Clear instructions	2	7%	0	0%
Mouth prep	1	4%	0	0%
Slow things down	1	4%	0	0%
Stress balls	1	4%	0	0%
Communicate with hand gestures	1	4%	0	0%
Know triggers	1	4%	1	4%
TV	1	4%	0	0%
Ready to go, prepared when patient comes back	0	0%	1	4%
Medical history ahead of time	0	0%	1	4%

What do you think are two questions you might ask the patient prior to the visit which would make the visit more effective?

Response	Pre		Post	
	#	%	#	%
Can they sit still for a length of time?	0	0%	8	30%
Can they brush their own teeth?	0	0%	3	11%
Accommodations/Special Needs?	9	33%	8	30%
What do you want from visit?	10	37%	2	7%
Comfortable w/dentistry; past experience	2	7%	2	7%
Time of day	0	0%	0	0%
Fill out history prior to visit	0	0%	5	19%
Legal guardian	1	4%	5	19%
What makes them comfortable	7	26%	4	15%
Chief complaint	2	7%	3	11%
How do you learn best	1	4%	0	0%
What name do you prefer to be called	1	4%	0	0%
Are you eating/chewing your food properly?	1	4%	0	0%
Can we add extra time to your visit	1	4%	0	0%
Can you lay back in chair	1	4%	1	4%
What helps relax patient?	0	0%	0	0%
Do you need an interpreter?	0	0%	3	11%
Home care?	0	0%	1	4%

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – not often	6	23%	6	23%
2	5	19%	3	12%
3	11	42%	9	35%
4	2	8%	5	19%
5 – very often	2	8%	2	8%
Total	26	100%	25	100%
Missing	1		2	

#### Following questions only asked on POST

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – did not increase	0	0%
2	3	12%
3	4	15%
4	6	23%
5 – very much increased	13	50%
Total	26	100%
Missing	1	
Average	4.1	

Do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – did not help	0	0%
2	1	4%
3	2	8%
4	8	31%
5 – very much helped	15	58%
Total	26	100%
Missing	1	
Average	4.4	

What is the most important thing you learned during today's training?

Response
Ask if patient has special accommodations
Being prepared for patients with disabilities
Common sense, medical history, ask a lot of questions, listen
Don't have a routine for every person, care for the person on their mental and physical abilities
First ask patients what sets them off, pre appointment preparations
Get health history or update 2 weeks before appointment

Response
Giving comprehensive care, verbal consult with specialist
Go back evaluate and look at our office, see if it actually works wheelchair, walker
How to be more prepared to treat patients with disabilities
I love the idea of a virtual tour or picture book of familiar sights and people. All of my patients are senior citizens but that may help them hear
Meet and greet visit - repetition is so helpful. Suggestion of technologies to be utilized prior to appointment.
Picture book for autism patients
Picture book, comfort (?)
Problem focused solutions for dental care
Resources
Sensitivity is key
Taking time with patient
That we can make many changes when treating special needs patients that would make them more comfortable and make us more successful
Treatment planning and questions to ask

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

<b>Response</b>
No
No, I liked the course so far
Show us how to get reimbursed for hiring sign language assistant etc. we are a small business

Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

<b>EXPERTISE</b>		
Response	#	%
1 - low	0	0%
2	0	0%
3	1	4%
4	4	16%
5 - high	20	80%
Total	25	100%
Average	4.8	
Missing	2	

CLARITY		
Response	#	%
1 - low	0	0%
2	0	0%
3	1	4%
4	5	19%
5 - high	20	77%
Total	26	100%
Average	4.7	
Missing	1	

Responsiveness		
Response	#	%
1 - low	0	0%
2	0	0%
3	3	12%
4	3	12%
5 - high	20	77%
Total	26	100%
Average	4.7	
Missing	1	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – not likely	2	8%
2	0	0%
3	0	0%
4	7	28%
5 – very likely	16	64%
Total	25	100%
Average	4.4	
Missing	2	

Any other comments?

Good job on context and knowledge on the topic. Very informative
Offer training with patients who have autism spectrum disorder
Thank you
Thank you - no other comments



## Preparing Effectively for Treating Patients with Disabilities February 2018 Responses

Dental Practice Role: *(Same on post-test)*

Dental Practice Role	#	%
Dentist	5	38%
Dental front office	0	0%
Dental hygienist	6	46%
Dental assistant	2	15%
Total	13	100%

How many years have you been in the dentistry field? *(Same on post-test)*

years	#	%
Less than 2 years	0	0%
2-5 Years	3	23%
6-10 years	1	8%
11-20 years	1	8%
20-30 years	4	31%
Over 30 years	4	31%
Total	13	100%

In which county do you mainly work?

County	#	%
New Castle	6	55%
Kent	4	36%
Sussex	1	9%
Total	11	100%
Missing	2	

Please indicate two things your practice might include in a treatment plan for someone who is blind or who has low vision. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre-Test		Post-Test	
	#	%	#	%
Health history over phone	0	0%	5	38%
Verbal	4	31%	2	15%
Dark glasses	0	0%	5	38%
Describe motion	4	31%	5	38%
Approach from front	0	0%	0	0%
Extra time	0	0%	0	0%
Electric toothbrush	2	15%	0	0%
Touching	2	15%	0	0%
Light variation	0	0%	3	23%
Guide	3	23%	0	0%

Response	Pre-Test		Post-Test	
	#	%	#	%
ADA	1	8%	0	0%
How best to communicate	1	8%	0	0%
Arrange cues prior to visit	0	0%	1	8%
Caretaker	0	0%	1	8%
Pretreatment discussions of procedures to be completed	0	0%	1	8%
<i>Note: Answers do not sum up to 100%; respondents were asked to give two answers.</i>				

Please indicate two things your practice might include in a treatment plan for someone who is deaf or hard of hearing. The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.

Response	Pre		Post	
	#	%	#	%
Remove your mask more often to speak to the patient	0	0%	6	46%
Establish visual cues such as pointing, or touching the cheek to tell the patient to turn	0	0%	2	15%
Review procedure before putting on your mask	2	15%	1	8%
Have written materials	1	8%	1	8%
Charts	0	0%	0	0%
Pictures	0	0%	0	0%
Visual Aid	8	62%	3	23%
Interpreter	4	31%	6	46%
Extra time	1	8%	1	8%
Hearing aid?	0	0%	2	15%

Please indicate two things your practice might include in a treatment plan for someone who has Intellectual Disabilities. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use simple language and be repetitive	3	23%	13	100%
Speak slowly and allow sufficient time for the patient to respond.	1	8%	0	0%
Have visual material ready for the procedure	1	8%	5	38%
Extra time	1	8%	1	8%
Environment (music, soothing)	0	0%	0	0%
Involve Caretaker	3	23%	1	8%
Don't speak down to them	0	0%	1	8%

Response	Pre		Post	
	#	%	#	%
Speak softly	0	0%	1	8%

Please indicate two things your practice might include in a treatment plan for someone who has Autism Spectrum Disorder. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use most private treatment room available	0	0%	2	15%
Quiet treatment room	1	8%	1	8%
Low lighting treatment room	0	0%	5	38%
Few distractions in treatment room	0	0%	3	23%
Extra staff	0	0%	0	0%
Visual Aids	1	8%	1	8%
Extra time	2	15%	0	0%
Soft music	0	0%	4	31%
Picture book	1	8%	0	0%
Be repetitive	0	0%	0	0%
Intro appointment	0	0%	0	0%
Short Visit	2	15%	0	0%
Show and tell	3	23%	2	15%
Show caretaker	1	8%	0	0%
Avoid excessive explanation	1	8%	1	8%
Offer small toothbrush head/electric toothbrush	1	8%	0	0%
Something to keep patient occupied	1	8%	0	0%
No joking around	0	0%	1	8%
Regimentation	0	0%	1	8%
Be literal In terms you use	0	0%	1	8%
Positive attitude, friendly face	0	0%	1	8%

What do you think are two questions you might ask the patient prior to the visit, which would make the visit more effective?

Response	Pre		Post	
	#	%	#	%
Can they sit still for a length of time?	0	0%	1	8%
Can they brush their own teeth?	0	0%	0	0%
Accommodations/Special Needs?	3	23%	1	8%
What do you want from visit?	6	46%	1	8%
Comfortable w/dentistry; past experience	2	15%	1	8%
Time of day	0	0%	4	31%

Response	Pre		Post	
	#	%	#	%
Fill out history prior to visit	0	0%	5	38%
What makes them comfortable	3	23%	4	31%
How long has it been since last visit? Why?	1	8%	0	0%
Home care activities	0	0%	1	8%

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – not often	4	33%	4	31%
2	1	8%	2	15%
3	3	25%	2	15%
4	3	25%	3	23%
5 – very often	1	8%	2	15%
Total	12	100%	13	100%
Missing	1		0	

#### Following questions only asked on POST

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – did not increase	3	23%
2	0	0%
3	0	0%
4	4	31%
5 – very much increased	6	46%
Total	13	100%
Average	3.8	

Do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – did not help	0	0%
2	0	0%
3	0	0%
4	4	33%
5 – very much helped	8	67%
Total	12	100%
Missing	1	
Average	4.7	

What is the most important thing you learned during today's training?

Response
Just a good reminder of accommodations that should be available. Nice list of resources.
Good ideas about making our own story board to show patients what we are doing
Particular practices those with differences type of disabilities
Very informative both presentations so far
How to make one more comfortable with us by educating ourselves using of the patient- not necessary a book or videos all of the time teach each other
Instructive details for specific disabilities of some of the ways they address patient concerns
How to better handle patients with disabilities
Learning about communication boards
How important it is to help patients with disabilities and how important that dentists and staff are knowledgeable
Preparation for all patients with disabilities

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
I think the "Oral Health in the Home" program from PWP Pike Creek would be valuable to train offices how to work with the caregivers. They learn so much about how it feels to have their teeth worked on, during the instruction, plus learn best tools.
A video incorporated in this portion
This was thorough and detailed and answered some questions from Part 1

Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below.

EXPERTISE		
Response	#	%
1 - low	0	0%
2	0	0%
3	0	0%
4	1	8%
5 - high	11	92%
Total	12	100%
Missing	1	
Average	4.9	

CLARITY		
Response	#	%
1 - low	0	0%
2	0	0%
3	0	0%
4	1	8%
5 - high	11	92%
Total	12	100%
Missing	1	
Average	4.9	

Responsiveness		
Response	#	%
1 - low	0	0%
2	0	0%
3	0	0%
4	1	8%
5 - high	11	92%
Total	13	100%
Missing	1	
Average	4.9	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

Response	#	%
1 – not likely	0	0%
2	0	0%
3	0	0%
4	1	8%
5 – very likely	11	85%
Total	12	100%
Missing	1	
Average	4.9	

Any other comments?

Great ideas and encouragement. So simple, yet so effective. Everyone should have to take this training every 5 years, just like PANDA exposure.
Thank you!
I am impressed with the material very glad I signed up for this course.
Thank you for supplying this course
Excellent presentation

## Preparing Effectively for Treating Patients with Disabilities April 2018 Responses

Dental Practice Role: (Same on pre-test)

Dental Practice Role	#	%
Dentist	6	100%
Dental front office	0	0%
Dental hygienist	0	0%
Dental assistant	0	0%
Total	6	100%

How many years have you been in the dentistry field? (Same on pre-test)

years	#	%
Less than 2 years	3	50%
2-5 Years	1	17%
6-10 years	1	17%
11-20 years	0	8%
20-30 years	0	0%
Over 30 years	1	17%
Total	6	100%

In which county do you mainly work? (Same on post-test)

county	#	%
New Castle	6	100%
Kent	0	0%
Sussex	0	0%
Total	6	100%

Please indicate two things your practice might include in a treatment plan for someone who is blind or who has low vision. *The answers below are the "correct" response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre-Test		Post-Test	
	#	%	#	%
Health history over phone	0	0%	0	0%
Verbal	1	17%	2	33%
Dark glasses	2	33%	2	33%
Describe motion	0	0%	0	0%
Approach from front	0	0%	0	0%
Touching	2	33%	0	0%
Light variation	0	0%	2	33%
Guide	0	0%	1	17%
ADA	1	17%	0	0%
Braille	1	17%	2	33%
Increase font size/darker font	2	33%	0	0%

Response	Pre-Test		Post-Test	
	#	%	#	%
Video	1	17%	0	0%
<i>Note: Answers do not sum up to 100%; respondents were asked to give two answers.</i>				

Please indicate two things your practice might include in a treatment plan for someone who is deaf or hard of hearing. The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.

Response	Pre		Post	
	#	%	#	%
Remove your mask more often to speak to the patient	0	0%	0	0%
Establish visual cues such as pointing, or touching the cheek to tell the patient to turn	1	17%	1	17%
Review procedure before putting on your mask	0	0%	0	0%
Have written materials	0	0%	0	0%
Charts	0	0%	0	0%
Pictures	0	0%	0	0%
Visual Aid	4	67%	4	67%
Interpreter	1	17%	3	50%
Discuss noises	0	0%	1	17%
Wide hallways	0	0%	1	17%

Please indicate two things your practice might include in a treatment plan for someone who has Intellectual Disabilities. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use simple language and be repetitive	0	0%	5	83%
Speak slowly and allow sufficient time for the patient to respond.	0	0%	0	0%
Have visual material ready for the procedure	3	50%	4	67%
Extra time	1	17%	0	0%
Environment (music, soothing)	2	33%	2	33%
Do things that are firm	1	17%	0	0%
Desensitization visit	1	17%	0	0%
More interaction	1	17%	0	0%
Increase in recalls	1	17%	0	0%
Nitrous oxide	1	17%	0	0%



Please indicate two things your practice might include in a treatment plan for someone who has Autism Spectrum Disorder. *The answers below are the “correct” response and the number of individuals choosing each response both pre- and post- training.*

Response	Pre		Post	
	#	%	#	%
Use most private treatment room available	0	0%	0	0%
Quiet treatment room	2	33%	1	17%
Low lighting treatment room	0	0%	1	17%
Few distractions in treatment room	0	0%	3	50%
Visual Aids	1	17%	0	0%
Soft music	0	0%	2	33%
Be repetitive	0	0%	3	50%
Intro appointment	2	33%	0	0%
Short Visit	1	17%	0	0%
Show and tell	1	17%	1	17%
Don't keep them waiting.	1	17%	0	0%
Sedation	1	17%	0	0%
Increase in recalls	1	17%	0	0%

What do you think are two questions you might ask the patient prior to the visit, which would make the visit more effective?

Response	Pre		Post	
	#	%	#	%
Can they sit still for a length of time?	0	0%	0	0%
Can they brush their own teeth?	0	0%	0	0%
Accommodations/Special Needs?	1	17%	1	17%
What do you want from visit?	1	17%	1	17%
Fill out history prior to visit	0	0%	1	17%
Legal guardian	0	0%	1	17%
What makes them comfortable	4	67%	0	0%
Chief complaint	0	0%	4	67%
How do you learn best	1	17%	0	0%
What name do you prefer to be called	0	0%	1	17%
What do you think is the best way to communicate	1	17%	0	0%

How often do you interact with patients with disabilities?

Response	Pre-test		Post-test	
	#	%	#	%
1 – not often	0	0%	0	0%
2	0	0%	0	0%
3	2	33%	2	33%
4	3	50%	3	50%
5 – very often	1	17%	1	17%
Total	6	100%	6	100%

**Following questions only asked on POST**

On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities?

Response	#	%
1 – did not increase	0	23%
2	1	17%
3	0	0%
4	3	50%
5 – very much increased	2	33%
Total	6	100%
Average	4.0	

Do you think this training will help you in future interactions with patients with disabilities?

Response	#	%
1 – did not help	0	0%
2	1	17%
3	0	0%
4	4	67%
5 – very much helped	1	17%
Total	6	100%
Average	3.8	

What is the most important thing you learned during today's training?

Response
Repetition

Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

Response
None

Please rate, on a scale of 1 – 5, this training in terms of **Trainer’s Expertise, Clarity, and Responsiveness** to your educational needs below.

<b>EXPERTISE</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	1	17%
4	3	50%
5 - high	2	33%
Total	6	100%
Average	4.2	

<b>CLARITY</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	1	17%
4	3	50%
5 - high	2	33%
Total	6	100%
Average	4.2	

<b>Responsiveness</b>		
<b>Response</b>	<b>#</b>	<b>%</b>
1 - <i>low</i>	0	0%
2	0	0%
3	1	17%
4	3	50%
5 - high	2	33%
Total	6	100%
Average	4.2	

On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague?

<b>Response</b>	<b>#</b>	<b>%</b>
1 – not likely	0	0%
2	0	0%
3	1	17%
4	3	50%
5 – very likely	2	33%
Total	6	100%

Any other comments? None

### Follow-up Survey

#### Improving Access to Dental Care for Delawareans with Disabilities Training – FOLLOW-UP SURVEY

This past year you attended one or more trainings on the dental care of individuals with disabilities. We are interested in finding out if the trainings had any impact on your dental practice and would appreciate if you would take a few moments to fill out the below survey. This is an anonymous survey and no identifiable individual information will be released. Your assistance will help us to improve future trainings. Thank you.

#### Dental Practice Role:

	#	%
Dental Assistant	2	15%
Dental Front Office	2	15%
Dental Hygienist	5	39%
Dentist	4	31%
Total	13	100%

#### How many years have you been in the dentistry field?

	#	%
2-5 years	1	8%
6-10 years	1	8%
11-20 years	2	15%
20-30 years	6	46%
Over 30 years	3	23%
Total	13	100%

#### In which county do you mainly work?

Q3	#	%
Kent County	3	27%
New Castle County	7	64%
Sussex County	1	9%
Total	11	100%
Missing		2

#### Please check the training(s) that you attended. (Please choose all that apply)

Training	#	%
Disability Awareness and Sensitivity, Presenter: Cory Nourie	9	69%
Oral Health Needs of Delawareans with Disabilities, Presenter: Louise McCarthy	12	92%
Preparing Effectively for Treating Patients with Disabilities, Presenter: Louise McCarthy	8	62%
Patient Assessment and Planning for Dental Care, Presenter: Evan Spivack	6	47%
<b>Number of trainings modules attended</b>		
One	4	31%
Two	1	8%
Three	3	23%
Four	5	38%
Total	13	100%

Were any changes made in your practice because of information received in the training(s)?

Q5	#	%
No	7	54%
Yes	6	46%
Total	13	100%

In what areas were changes made? (Please choose all that apply.)

Area	#	%
Office layout	0	0%
Front office interaction with clients	2	33%
Dentist/technician interaction with clients	2	33%
Physical assessment	2	33%
Staff training	4	67%
Purchase of new equipment	0	0%
Sedation techniques	0	0%
Other	0	0%
Total	6	100%

Please describe the changes:

Change description
Discussions about how to interact with the disabled population and discussing all of our current patient's needs
We are already very special needs aware because my son has autism. We ask every new patient if they have special needs to be considered. The staff members who attended with me shared some information with my entire staff.

Are changes planned because of information received in training(s)?

Q8	#	%
No	8	62%
Yes	5	39%
Total	13	100%

What changes are planned? (Check all that apply.) Answered by those who have planned changes because of information received in training.

Area	#	%
Office layout	1	20%
Front office interaction with clients	3	60%
Dentist/technician interaction with clients	3	60%
Physical assessment	3	60%
Staff training	3	60%
Purchase of new equipment	1	20%
Sedation techniques	0	0%
Other	0	0%

Please describe the changes:

Response

We have scheduled training and have implemented changes to our daily operations.

Please estimate the proportion of your time in a typical month that you spend with patients with disabilities.

Q11	#	%
0	1	8%
1-5%	5	42%
6-10%	3	25%
11-20%	3	25%
Total	12	100%
Missing	1	

Do you think this % will increase due to the training(s)?

Q12	#	%
No	11	85%
Yes	2	15%
Total	13	100%

Q13 Did the number of your interactions with patients with disabilities increase since the training(s)?

Q13	#	%
No	12	92%
Yes	1	8%
Total	13	100%

Did the quality of your interactions with patients with disabilities improve since the training(s)?

Q14	#	%
No	4	31%
Yes	9	69%
Total	13	100%

Do you feel more confident in your abilities to treat/interact with patients with disabilities since the training(s)?

Q16	#	%
No	2	15%
Yes	11	85%
Total	13	100%

What would assist you in your treatment of individuals with disabilities?

**Response**

Adequate funding is the greatest hurdle to treatment for individuals with disabilities.

Being reimbursed at a greater %age of UCF so we were able to take a few extra minutes to accomplish quality care when it is more demanding

Continued professional development in this area.

Having more clients with disabilities. I am an instructor of Dental Hygiene and we would love to access more pts with disabilities for our students to gain an understanding and really have more experience treating them.

What future trainings would you be interested in attending or viewing?

**Response**

Any and all relevant training would be welcome.


Physical assessment training

Any other comments?

**Response**

Public funding of dental treatment for individuals with disabilities should be structured so that it follows the individual and their family or guardian. Everyone deserves to choose providers, regardless of ability, but our choices are often limited by government and NGO rules and contracts.

The above are "no" answers because we already are confident and provide quality treatment and are willing to see any person with a disability! The course was great, though! It absolutely represented the feelings of the special needs person. I just happen to be in a unique position as a parent so I can tell you that I felt represented by the information! Thank you!



# ACCESS TO ORAL HEALTH SERVICES FOR DELAWAREANS WITH DISABILITIES: DENTAL WORKFORCE TRAINING IN DELAWARE

Appendix B: Pre-test, Post-test and Follow-up Surveys

Center for Disabilities Studies  
College of Education and Human Development  
University of Delaware  
August 2018





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## Oral Health Needs of Delawareans Pre-test

The purpose of the pre-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
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How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------

1. Please indicate the below statements that you think are true by placing a “T” next to the statement.

	Most individuals with disabilities have received dental care within the last year.
	Individuals with SSI Disability through Medicaid are more likely to go the emergency department because of non-traumatic dental conditions than other Medicaid clients.
	Not having transportation to get to a dentist is the main reason an individual with disabilities may delay dental care.
	Almost two-thirds of parents of children with disabilities are extremely confident in filling out dental forms.
	Individuals with disabilities should be treated the same as other patients.
	Communicating with the patient using gestures, showing tools and equipment as you talk about them, and asking them simple questions to check their understanding are all helpful techniques
	Delaware Medicaid covers only preventative dental care for all Medicaid beneficiaries.
	The use of visual aids only distracts the patient. Keep the visit as simple as possible.

2. From the list below, please check the most frequent reason you think most individuals with disabilities give when asked why they do not have a usual source of dental care.

	Cannot find a dentist who is competent in working with individuals with disabilities.
	Cannot afford dental care.
	Seldom or never need dental care.
	No accommodation available in dental office for individuals with disabilities.
	Do not know where to go for dental care.

3. How often do you interact with patients with disabilities? *(Rate from 1 – 5, please circle below.)*

Not often ←  → Very often

1	2	3	4	5
---	---	---	---	---

## Oral Health Needs of Delawareans Post-test

The purpose of the post-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
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1. Please indicate the below statements that you think are true by placing a “T” next to the statement.

	Most individuals with disabilities have received dental care within the last year.
	Individuals with SSI Disability through Medicaid are more likely to go the emergency department because of non-traumatic dental conditions than other Medicaid clients.
	Not having transportation to get to a dentist is the main reason an individual with disabilities may delay dental care.
	Almost two-thirds of parents of children with disabilities are extremely confident in filling out dental forms.
	Individuals with disabilities should be treated the same as other patients.
	Communicating with the patient using gestures, showing tools and equipment as you talk about them, and asking them simple questions to check their understanding are all helpful techniques
	Delaware Medicaid covers only preventative dental care for all Medicaid beneficiaries.
	The use of visual aids only distracts the patient. Keep the visit as simple as possible.

2. From the list below, please check the most frequent reason you think most individuals with disabilities give when asked why they do not have a usual source of dental care.

	Cannot find a dentist who is competent in working with individuals with disabilities.
	Cannot afford dental care.
	Seldom or never need dental care.
	No accommodation available in dental office for individuals with disabilities.
	Do not know where to go for dental care.

3. How often do you interact with patients with disabilities? *(Rate from 1 – 5, please circle below.)*

Not often ←  → Very often

1	2	3	4	5
---	---	---	---	---

4. On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities? *(Please circle your rating below.)*

Did not increase ←————→ Very much increased

1	2	3	4	5
---	---	---	---	---

5. On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities? *(Please circle your rating below.)*

Did not help ←————→ Very much helped

1	2	3	4	5
---	---	---	---	---

6. What is the most important thing you learned during today's training?

7. Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

8. Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below. *(Please circle your rating below.)*

		Low			High	
Expertise	1	2	3	4	5	
Clarity	1	2	3	4	5	
Responsiveness	1	2	3	4	5	

9. On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague? *(Please circle your rating below.)*

Not likely ←————→ Very likely

1	2	3	4	5
---	---	---	---	---

Any other comments?

## Preparing Effectively for Treating Patients with Disabilities in Your Practice – Pre-test

The purpose of the pre-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------


4. Please indicate two things your practice might include in a treatment plan for someone who is blind or who has low vision:


5. Please indicate two things your practice might include in a treatment plan for someone who is deaf or hard of hearing:


6. Please indicate two things your practice might include in a treatment plan for someone who has Intellectual Disabilities:


7. Please indicate two things your practice might include in a treatment plan for someone who has Autism Spectrum Disorder:


8. What do you think are two questions you might ask the patient prior to the visit which would make the visit more effective?


9. How often do you interact with patients with disabilities? *(Rate from 1 – 5, please circle below.)*  
Not often  Very often

1	2	3	4	5
---	---	---	---	---

## Preparing Effectively for Treating Patients with Disabilities in Your Practice – Post-test

The purpose of the post-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------

1. Please indicate two things your practice might include in a treatment plan for someone who is blind or who has low vision:


2. Please indicate two things your practice might include in a treatment plan for someone who is deaf or hard of hearing:


3. Please indicate two things your practice might include in a treatment plan for someone who has Intellectual Disabilities:


4. Please indicate two things your practice might include in a treatment plan for someone who has Autism Spectrum Disorder:


5. What do you think are two questions you might ask the patient prior to the visit which would make the visit more effective?


6. How often do you interact with patients with disabilities? *(Rate from 1 – 5, please circle below.)*

Not often ←  → Very often

1	2	3	4	5
---	---	---	---	---

7. On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities? *(Rate from 1 – 5, please circle below.)*

Did not increase increased ←————→ Very much

1	2	3	4	5
---	---	---	---	---

8. Do you think this training will help you in future interactions with patients with disabilities? (Rate from 1 – 5, please circle below.)

Did not help ←————→ Very much helped

1	2	3	4	5
---	---	---	---	---

9. What is the most important thing you learned during today's training?

10. Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

11. Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below. (Please circle your rating below.)

Low

←————→ High

Expertise	1	2	3	4	5
Clarity	1	2	3	4	5
Responsiveness	1	2	3	4	5

12. On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague? (Please circle your rating below.)

Not likely ←————→ Very likely

1	2	3	4	5
---	---	---	---	---

Any other comments?

## Patient Assessment and Planning for Dental Care Pre-test

The purpose of the pre-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------

10. Three of the most commonly seen developmental disabilities at dental offices are Down syndrome, cerebral palsy and autism. There are some common oral considerations for each of these populations. Please indicate below which of the three populations is most likely to present these oral considerations. *(Put in D for Down syndrome, C for cerebral palsy or A for autism.)*

	Excessive salivation and drooling
	Over-or under-sensitivity to pain
	Dyskinetic tongue and jaw movements
	Dental anomalies
	Feeding issues/aspiration
	Rapidly advancing periodontal disease

11. What is the first step in proper patient assessment?

--

12. Which of following areas might prevent an individual with developmental disabilities from receiving outpatient dental care? *(Please check all that apply.)*

<input type="checkbox"/>	Cardiac	<input type="checkbox"/>	Immunologic
<input type="checkbox"/>	Pulmonary	<input type="checkbox"/>	Neurological
<input type="checkbox"/>	Hematologic	<input type="checkbox"/>	Behavioral

13. What is TMDR protocol?

--

14. How often do you interact with patients with developmental disabilities? *(Rate from 1 – 5, please circle below.)*

Not often  Very often

1	2	3	4	5
---	---	---	---	---



## Patient Assessment and Planning for Dental Care Post-test

The purpose of the post-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------

1. Three of the most commonly seen developmental disabilities at dental offices are Down syndrome, cerebral palsy and autism. There are some common oral considerations for each of these populations. Please indicate below which of the three populations is most likely to present these oral considerations. *(Put in D for Down syndrome, C for cerebral palsy or A for autism.)*

	Excessive salivation and drooling
	Over-or under-sensitivity to pain
	Dyskinetic tongue and jaw movements
	Dental anomalies
	Feeding issues/aspiration
	Rapidly advancing periodontal disease

2. What is the first step in proper patient assessment?

--

3. Which of following areas might prevent an individual with developmental disabilities from receiving outpatient dental care? *(Please check all that apply.)*

	Cardiac		Immunologic
	Pulmonary		Neurological
	Hematologic		Behavioral

4. What is TMDR protocol?

--

5. How often do you interact with patients with developmental disabilities? *(Rate from 1 – 5, please circle below.)*

Not often ←  → Very often

1	2	3	4	5
---	---	---	---	---

6. On a scale of 1-5, did this training increase your knowledge about treating individuals with disabilities? *(Please circle your rating below.)*

Did not increase ←————→ Very much increased

1	2	3	4	5
---	---	---	---	---

7. On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities? *(Please circle your rating below.)*

Did not help ←————→ Very much helped

1	2	3	4	5
---	---	---	---	---

8. What is the most important thing you learned during today's training?

9. Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

10. Please rate, on a scale of 1 – 5, this training in terms of **Trainer's Expertise, Clarity, and Responsiveness** to your educational needs below. *(Please circle your ratings below.)*

Low ←————→ High

Expertise	1	2	3	4	5
Clarity	1	2	3	4	5
Responsiveness	1	2	3	4	5

11. On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague? *(Please circle your rating below.)*

Not likely ←————→ Very likely

1	2	3	4	5
---	---	---	---	---

Any other comments?

## Disability Awareness and Sensitivity Pre-test

The purpose of the pre-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------

15. How comfortable do you feel communicating with patients with disabilities? *(Rate from 1 – 5, please circle below.)*

Not comfortable					Very comfortable
1	2	3	4	5	

16. Which definition below do you think is the **best** definition of “disability”? *(Please circle only one.)*

Physical/mental impairment.	Something that can/needs to be cured.
A continuum of conditions.	Deficiency/abnormality.

17. Check all of the following sentences that you feel use appropriate language when referring to people with disabilities.

<input type="checkbox"/>	John is a disabled employee who we want to make comfortable.
<input type="checkbox"/>	Sue uses a hearing aid on a daily basis.
<input type="checkbox"/>	It is unfortunate that Mary is wheelchair bound.
<input type="checkbox"/>	Make sure you never sit in the handicapped seats when on public transportation.
<input type="checkbox"/>	This hotel has accessible parking.

18. Are you familiar with the term “people first” language? Yes \_\_\_\_\_ No \_\_\_\_\_

19. Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate.

<input type="checkbox"/>	To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.
<input type="checkbox"/>	To make the visit go more smoothly, make plans beforehand.
<input type="checkbox"/>	Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.
<input type="checkbox"/>	Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.
<input type="checkbox"/>	Explain what you are going to do first at each step.

20. How often do you interact with patients with disabilities? *(Rate from 1 – 5, please circle below.)*

Not often					Very often
1	2	3	4	5	

## Disability Awareness and Sensitivity Post-test

The purpose of the post-training survey is to help us measure the success of this training in conveying to you information about disabilities. This is an anonymous survey and no identifiable individual information will be released. You are not required to fill out the survey but we would appreciate your assistance in helping us to improve future trainings by giving us your feedback. Thank you.

Dental Practice Role: *(Please circle one.)*

Dentist	Dental assistant	Dental hygienist	Dental front office
---------	------------------	------------------	---------------------

How many years have you been in the dentistry field? *(Please circle one.)*

less than 2 years	2 – 5 years	6 – 10 years	11 – 20 years	20 – 30 years	Over 30 years
-------------------	-------------	--------------	---------------	---------------	---------------

In which county do you mainly work? *(Please circle one.)*

Kent County	New Castle County	Sussex County
-------------	-------------------	---------------

1. Which definition below do you think is the **best** definition of “disability”? *(Please circle only one.)*

Physical/mental impairment.	Something that can/needs to be cured.
A continuum of conditions.	Deficiency/abnormality.

2. Check all of the following sentences that you feel use appropriate language when referring to people with disabilities.

<input type="checkbox"/>	John is a disabled employee who we want to make comfortable.
<input type="checkbox"/>	Sue uses a hearing aid on a daily basis.
<input type="checkbox"/>	It is unfortunate that Mary is wheelchair bound.
<input type="checkbox"/>	Make sure you never sit in the handicapped seats when on public transportation.
<input type="checkbox"/>	This hotel has accessible parking.

3. Are you familiar with the term “people first” language? Yes \_\_\_\_\_ No \_\_\_\_\_

4. Below are some statements about interactions with patients with disabilities. Please check the ones you feel are accurate.

<input type="checkbox"/>	To make the visit more comfortable, your primary interaction should be with the caretaker of the person with disabilities.
<input type="checkbox"/>	To make the visit go more smoothly, make plans beforehand.
<input type="checkbox"/>	Be as helpful as possible to the individual. Do not wait for them to ask for help as this may embarrass them.
<input type="checkbox"/>	Dental visits are uncomfortable for persons with disabilities so make sure you work as quickly as possible.
<input type="checkbox"/>	Explain what you are going to do first at each step.

5. On a scale of 1-5, did this training increase your comfort level about communicating with patients with disabilities? *(Please circle your rating below.)*

Did not increase						Very much increased				
1		2		3		4		5		

6. On a scale of 1-5, do you think this training will help you in future interactions with patients with disabilities? *(Please circle your rating below.)*

Did not help ←————→ Very much helped

1	2	3	4	5
---	---	---	---	---

7. What is the most important thing you learned during today's training?

8. Do you have any suggestions for other trainings that would help you treat individuals with disabilities?

9. On a scale of 1-5, please rate this training in terms of **Trainer's Expertise, Clarity,** and **Responsiveness** to your educational needs below. *(Please circle your ratings below.)*

Low	←————→ High				
Expertise	1	2	3	4	5
Clarity	1	2	3	4	5
Responsiveness	1	2	3	4	5

10. On a scale of 1-5, how likely would you be to recommend this training course to a friend or colleague? *(Please circle your rating below.)*

Not likely ←————→ Very likely

1	2	3	4	5
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Any other comments?

## Follow-up Survey

### Improving Access to Dental Care for Delawareans with Disabilities Training – FOLLOW-UP SURVEY

This past year you attended one or more trainings on the dental care of individuals with disabilities. We are interested in finding out if the trainings had any impact on your dental practice and would appreciate if you would take a few moments to fill out the below survey. This is an anonymous survey and no identifiable individual information will be released. Your assistance will help us to improve future trainings. Thank you.

#### Q1 Dental Practice Role:

- ☐ Dentist
- ☐ Dental Assistant
- ☐ Dental Hygienist
- ☐ Dental Front Office

#### Q2 How many years have you been in the dentistry field?

- ☐ Less than 2 years
- ☐ 2-5 years
- ☐ 6-10 years
- ☐ 11-20 years
- ☐ 20-30 years
- ☐ Over 30 years

#### Q3 In which county do you mainly work?

- ☐ Kent County
- ☐ New Castle County
- ☐ Sussex County

Q4 Please check the training(s) that you attended. (Please choose all that apply)

- ☐ Disability Awareness and Sensitivity, Presenter: Cory Nourie
- ☐ Oral Health Needs of Delawareans with Disabilities, Presenter: Louise McCarthy
- ☐ Preparing Effectively for Treating Patients with Disabilities, Presenter: Louise McCarthy
- ☐ Patient Assessment and Planning for Dental Care, Presenter: Evan Spivack

Q5 Were any changes made in your practice because of information received in the training(s)?

- ☐ Yes
- ☐ No

Q6 In what areas were changes made? (Please choose all that apply.)

- ☐ Office Layout
- ☐ Front office interaction with clients
- ☐ Dentist/technician interaction with clients
- ☐ Physical assessment
- ☐ Staff training
- ☐ Purchase of new equipment
- ☐ Sedation techniques
- ☐ Other

Q7 Please describe the changes:

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Q8 Are changes planned because of information received in training(s)?

- ☐ Yes
- ☐ No

Q9 What changes are planned?

- ☐ Office layout
- ☐ Physical assessment
- ☐ Front office interaction with clients
- ☐ Dentist/Technician interaction with clients
- ☐ Staff training
- ☐ Purchase of new equipment
- ☐ Sedation techniques
- ☐ Other

Q10 Please describe the changes:

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Q11 Please estimate the proportion of your time in a typical month that you spend with patients with disabilities.

- ☐ 0%
- ☐ 1-5%
- ☐ 6-10%
- ☐ 11-20%
- ☐ Greater than 20%

Q12 Do you think this percentage will increase due to the training(s)?

- ☐ Yes
- ☐ No

Q13 Did the number of your interactions with patients with disabilities increase since the training(s)?

- ☐ Yes
- ☐ No



Q14 Did the quality of your interactions with patients with disabilities improve since the training(s)?

☐ Yes

☐ No

Q16 Do you feel more confident in your abilities to treat/interact with patients with disabilities since the training(s)?

☐ Yes

☐ No

Q17 What would assist you in your treatment of individuals with disabilities?

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Q18 What future trainings would you be interested in attending or viewing?

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Q19 Any other comments?

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