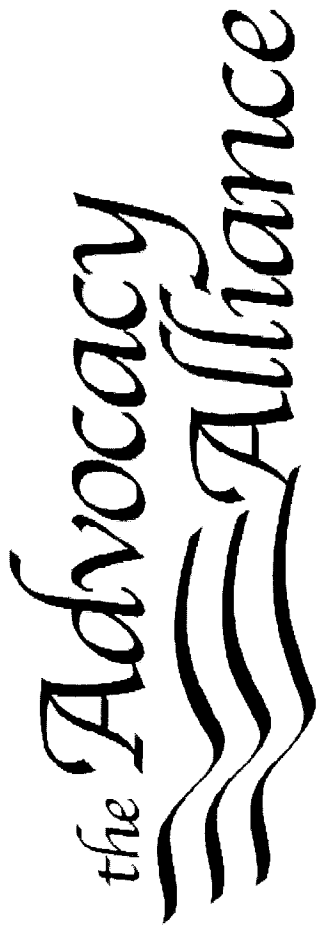


Oral Care for Individuals with Intellectual Disabilities and Other Developmental Disabilities



Health Care Quality Units

Health Care Quality Unit

The ultimate goal of the HCQU is to assure that the individuals served by intellectual and developmental disability programs are as healthy as they can be, so that each individual can fully participate in community life.

Disclaimer

The information presented is designed to increase your awareness and is not intended to replace advice or instruction from your health care practitioner or your agency policy.

Purpose

The purpose of this training is to:

- Increase knowledge of oral care for individuals with developmental disabilities.
- Develop skills to safely support individuals with developmental disabilities in the oral care process.

Objectives

- By the end of this presentation, participants will be able to:
 - Discuss strategies for preparing for a successful oral care visit.
 - Discuss challenges faced by individuals during oral care visits and corresponding strategies for care.

Objectives (continued)

- By the end of this presentation, participants will be able to:
 - Describe de-escalation techniques used in reducing combative/threatening behavior in the oral care office setting.
 - Discuss safety issues to consider when de-escalating an agitated individual.
 - Discuss the use of medications in managing oral care anxiety in an individual.

Introduction

- Developmental disabilities (e.g., Autism, Down Syndrome and mental retardation) affect the mind, body and the skills people use in everyday life – thinking, talking, and self-care.
- Individuals often need extra help to achieve and maintain good health, and oral care is no exception.

Introduction (continued)

- Today, many individuals live in community-based group residences or at home with their families.
- Together with their caregivers, these individuals now look to practitioners in the community for oral care services.

Introduction (continued)

- Providing oral care to individuals, however, is not without challenges or its rewards.
- Variations in cognitive capacity, behavior, and physical ability call for flexibility and creativity.
- Some adaptation of every day skills is also necessary to ensure safe and effective care.

Strategies for Families and Direct Care Staff

- Prior to the visit, complete and forward to the oral care office, the “Strategies For Managing Challenging Behaviors Related To Oral Care Visits” form.
- Review the individual’s medical, psychiatric and oral care history and provide the oral care professional with a summary of this information.
- Bring insurance cards to the oral care office.

Strategies For Managing Challenging Behaviors Related To Oral Care Visits Form

- Name/Nickname
- Date of birth
- Challenging behavior(s)
- Strategies used for managing
challenging behavior(s)

Strategies For Managing Challenging Behaviors Related To Oral Care Visits Form (continued)

- Strategies that have been tried
and **are not effective**
- Other applicable information
- Consumer's likes/dislikes

Strategies for Families and Direct Care Staff

- Inform the oral care professional of the individual's caffeine use, alcohol use and/or cigarette smoking, if any.
- Allow the individual to bring a comforting item (e.g., blanket, MP3 player/iPod, or toy) to the oral care office.

Strategies for Families and Direct Care Staff (continued)

- The direct care staff person who best knows the individual and his/her medical history, current medications and behavioral challenges should accompany the individual.
- If the individual's behaviors generally escalate on the day of the oral care visit, have more than one staff person accompany the individual.
- Inform the oral care team about the individual's intellectual and functional capabilities so that the team will be prepared to communicate with the individual.

Strategies for Families and Direct Care Staff (continued)

- Direct care staff should know the answer to “How is the individual doing?”
- Staff should be prepared to thoroughly describe the problem by considering the following:
 - When does it happen?
 - Where does it happen?
 - How often does it happen?
 - What seems to make it worse?
 - What seems to make it better?

Strategies for Families and Direct Care Staff (continued)

- Plan a desensitization appointment to help the individual become familiar with the office, staff and equipment through a step-by-step process. These steps may take several visits to accomplish.

Strategies for the Oral Care Team

- Set the stage for a successful visit by involving the entire oral care team – from the receptionist’s friendly greeting to the caring attitude of the assistant in the exam room.
- Be aware of the individual’s developmental disability.

Strategies for the Oral Care Team (continued)

- Allow extra time to explain oral health issues or instructions, and demonstrate the instruments that will be used.
- Reduce distractions in the exam room (e.g., unnecessary sights, sounds, or other stimuli).
- If requested, allow the individual to use a portable music device (e.g., MP3 player/iPod) during procedures as a distraction.

Strategies for the Oral Care Team (continued)

- Use the same staff and oral care exam room each time to sustain familiarity.
- The more consistency, the more likely the individual will cooperate.

Strategies for the Oral Care Team (continued)

- Be sensitive to the methods the individual uses to communicate, including gestures and verbal or non-verbal requests.
- A Signaling System should be established, allowing the consumer to stop for any reason, whether it be for more anesthesia, to rinse out, or simply to take a break. The most common signal is raising a hand.

Strategies for the Oral Care Team (continued)

- Individuals unfamiliar with an oral care office and its equipment and instruments may exhibit fear.
- Some individuals react to fear with uncooperative behaviors (e.g., crying, wiggling, kicking, aggressive language, or anything that will help them avoid treatment).
- Comfort the individual by acknowledging his/her anxiety.

Strategies for the Oral Care Team (continued)

- Have the individual sit alone in the oral care chair to become familiar with the treatment setting.
- Once the individual is seated, begin a cursory exam, just using fingers.
- Use a toothbrush to brush the teeth and gain additional access to the individual's mouth.

Strategies for the Oral Care Team (continued)

- When the individual is prepared for treatment, make the procedure short and positive.
- Postpone difficult procedures until after the individual is familiar with the entire oral care staff.

Strategies for the Oral Care Team (continued)

- Schedule the individual's appointment early in the day, if possible. This will reduce the waiting time.
- Accompany the individual into the dental office to:
 - Provide familiarity
 - Help with communication
 - Offer a calming influence by holding the individual's hand during treatment

Strategies for the Oral Care Team (continued)

- Praise and reinforce cooperative behavior after each step of a procedure.
- Ignore inappropriate behavior as much as you can.
- Utilize de-escalation procedures, when necessary, to protect the consumer and staff during dental treatment.

Strategies for the Oral Care Team (continued)

- Behavior de-escalation is the ability to:
 - Reduce combative, or threatening, behavior in a step-by-step manner
 - Improve a confrontational situation
- Do not challenge the individual.

Strategies for the Oral Care Team (continued)

- Speak clearly and slowly to the individual.
- The tone of voice should be low and calm.
- Encourage the individual to talk about his/her anxiety and feelings.
- Repeat the words that the individual said to make sure what you are hearing is the same as their concern.

Strategies for the Oral Care Team (continued)

- The use of body language should communicate the same things as the spoken word.
 - “Calm, Safety, Reassurance”
 - If the individual sits, the staff should also sit
 - If the individual stands, the staff should also stand

Strategies for the Oral Care Team (continued)

- Any movement toward the individual may be interpreted as threatening.
- Walking the area with the individual is appropriate.
 - Walk with the individual, not behind or in front.
 - If the individual wants to leave the exam room and walk into the lobby, walk with him/her.

Strategies for the Oral Care Team (continued)

- Redirect the individual to non-threatening activities such as:
 - Having the individual focus on the music in the room.
 - Talking with the individual about his/her favorite vacation spot, activities, hobby or person.

Strategies for the Oral Care Team (continued)

DO

- Have sufficient staff available
- Know the area, furniture, obstacles and hazards
- Alert a co-worker if you are meeting with someone you know, or suspect, will be agitated

DON'T

- Isolate yourself with the agitated person
- Stand directly in front of an individual in crisis
- Ignore cues or behavior

Strategies for the Oral Care Team (continued)

DO

- Encourage the individual to talk about his/her feelings
- Be visible to others
- Plan for crisis intervention

DON'T

- Turn your back on the individual
- Confront an agitated individual
- Assume that you won't get hurt

If all else fails, reschedule the dental appointment for another less stressful day.

Strategies for Families and Direct Care Staff

- If the strategies for care discussed throughout this presentation were tried and not successful, the oral care professional may decide to prescribe an oral sedative (e.g., Valium, Ativan, Xanax) to help the individual relax and manage anxiety.
- All medication should be administered as directed by the individual's physician.

Strategies for Families and Direct Care Staff (continued)

- Some individuals may even need hospitalization for dental treatment with the use of **general anesthesia**, allowing them to have numerous procedures done at one time.

Strategies for Families and Direct Care Staff (continued)

- The medication used is tailored to each individual's personal needs.
- Be sure that the oral care professional is aware of all of the medications the individual is currently taking and any allergies and/or reactions.

Strategies for Families and Direct Care Staff (continued)

- The medication should be taken at home
 - before the oral care visit.
- The individual should return home, not to workshop or day program, immediately after the oral care visit.
- The individual should not perform any strenuous activity after the oral care visit.

Strategies for Families and Direct Care Staff (continued)

- The individual's gait may be unsteady for several hours after the oral care visit.
- To ensure safety, the individual should have someone with him/her for several hours before and after the oral care visit.
- The individual may feel tired and may sleep for several hours after the oral care visit.

Strategies for Families and Direct Care Staff (continued)

- Possible side effects of oral sedatives include:
 - Drowsiness
 - Dizziness
 - Tiredness
 - Weakness
 - Dry mouth
 - Diarrhea
 - Upset stomach

Strategies for Families and Direct Care Staff (continued)

- The oral care professional may choose to utilize one of the following in conjunction with, or instead, of oral sedation:
 - Nitrous Oxide
 - Intravenous Sedation

Conclusion

- Making a difference in the oral health of an individual may go slowly at first, but determination can bring positive results and invaluable rewards.
- By being prepared for the oral care visit, utilizing appropriate strategies for care and working closely with the oral care team, the individual can succeed at healthy oral care.

Congratulations!

You are now ready to take the post-test.

Once you have submitted the post-test and evaluation, you can print your certificate.

Just make sure all information is entered correctly so you can receive your certificate.

References

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[http://www.ddhealthinfo.org/index.pacc?id=31&tie
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