

**ORANGE COUNTY HEAD START
ORAL HEALTH
CORRECTIVE ACTION PLAN**

CITATION	1302.42- The grant recipient did not obtain an oral health determination from a health care professional for all children.
DESCRIPTION OF NON-COMPLIANCE	2023-2024 program year data showed the grant recipient did not obtain an initial oral health determination for 406 of 1452 children (28%) within the required 90-day frame

Directions: Develop your improvement goal and desired outcome. List, in specific terms, the actions taken and the specific outcomes for each action. Include indicators for assessing the accomplishment of each action, the timeframe, person responsible and the plan for monitoring ongoing compliance.

GOAL:	Promote Oral Health education and awareness among children, parents and staff
DESIRED OUTCOME:	<ol style="list-style-type: none"> 1. Children, parents and staff will have accurate information about oral hygiene, nutrition and preventative measures, and understand the importance of regular dental visits. 2. Orange County Head Start will see a decrease in the number of failed dental exams.

Region IV Quality Improvement Plan					
Actions Taken	Time Frame/ Date Completed	Person(s) Responsible	Documentation/ Data Tracking	Resources	Ongoing Monitoring Plan
Educate parents and caregivers about the importance of regular dental check-ups for children	Ongoing	Health unit Education staff Partners	Sign-in Sheets Messenger- Communication log notes	ECKLC Oral Health Corrective Action Plan	Provide updates to Management and Program
Provide information on maintaining good oral hygiene practices at home, including brushing, flossing, and healthy eating habits to all Head Start families.	Ongoing August 2024- May 2025	Health unit Teachers Family Service Worker	Sign-in Sheets Messenger- Communication log notes	ECKLC Partner Information Galileo Oral Health Corrective Action Plan	Provide updates to Management and Program

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All Families will receive educational oral health information during the meet the teacher process.	August 2, 2024- Ongoing	Teachers	Sign-In Sheets ChildPlus Education Notes Communication log notes	Teaching Staff Pamphlets Oral Health Survey Oral Health Corrective Action Plan	Provide updates to Management and Program	
Staff will receive training on Head Start Program Performance Standards 1302.42 during the annual Preservice. Parents will receive training in the 1 st quarter of the year during parent meetings.	August 2024	Health Unit	Sign-In Sheets Agenda Meeting Minutes ChildPlus Professional Development	Performance Standards Standard Operating Procedures Oral Health Corrective Action Plan	Provide updates to Management and Program	
During the 1 st Home visit all teachers will share oral health education information with parents.	August 2024- October 2024	Teachers Teacher Assistants	Home Visit Form Education ChildPlus Notes	Head Start 101 Pamphlet Oral Health Corrective Action Plan	Provide updates to Management and Program	
Registered Nurse will provide monthly emails to all staff regarding the importance of good practices with oral health.	August 2024 - Monthly	Registered Nurse Supervisor Health Unit	Emails Confirmations Webex Videos	PowerPoints Oral Health Corrective Action Plan	Provide updates to Management and Program Provide updates to staff as needed	
During National Children Dental Awareness Month all students will participate in an oral health activity.	February 2025	Health Unit Teachers Teacher Assistants	ChildPlus Education Notes	UCF Nursing Orange Blossom Health True Health Dental Oral Health Corrective Action Plan	Provide updates to Management and Program	

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Oral Health Information posted in the parent corners in all classrooms	August 2024 - Ongoing	Health Unit Center Manager Family Service Workers	Monitoring Reports	Posters Flyers Oral Health Corrective Action Plan	Provide updates to Management and Program Provide updates to parents as needed	
Health Unit will research a supplemental curriculum to be implemented by teachers that will be used in the classroom to enhance best practices in oral health by the students.	July 2024-August 2024 Completed Smile Smarts curriculum	Program Manager Registered Nurse License Practical Nurse	Curriculum	ECKLC Internet Research Oral Health Corrective Action Plan	Provide updates to Management and Program	

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GOAL:	Within the first 90 days of enrollment all students will receive a comprehensive dental exam
DESIRED OUTCOME:	<ol style="list-style-type: none"> 1. Orange County Head Start attendance will improve because of early detection and early intervention. 2. Orange County Head Start will establish a baseline for all student’s oral health. 3. Parents and students will be more knowledgeable of oral health practices by receiving dental exams and being advised by dental professionals.

Region IV Quality Improvement Plan					
Actions Taken	Time Frame/ Date Completed	Person(s) Responsible	Documentation/ Data Tracking	Resources	Ongoing Monitoring Plan
All accepted families will receive advance notification to submit oral health documentation during the orientation process.	July 2024- August 2024 Completed	Family Service Workers (FSW)	Family Services Communication Log ChildPlus Messenger System Messenger System Oral Health Form	Oral Health Corrective Action Plan Oral Health Corrective Action Plan Oral Health PowerPoint	Provide updates to Management and Program Sr. Family Service Workers will monitor weekly.

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All accepted families will receive notification of Summer Screenings for Oral Health compliance for June and July screening events.	June 19 & 26 2024 July 10 & 17 2024 Completed	Program Manager Registered Nurse License Practical Nurse Certified Nursing Assistants.	Communication Log Notes ChildPlus or messenger reminders Sign in Sheets from each event	Flyers	Provide updates to Director and Management team. Registered Nurse will monitor after each event number of children seen and pending.	
Health Unit will provide a Pediatric dental resource sheet for all Head Start families that need to have dental exams.	On-going	Health Unit	File Review Documentation Health Notes	Head start Oral Health Form Oral Health Corrective Action Plan	Provide updates to Management and Program Registered Nurse/Sr. Family Services Workers will provide update weekly	
During enrollment process the Family Service Workers will collect dental insurance information for all enrolled families.	On-going	Family Service Workers	ChildPlus Health Information tab ChildPlus PIR Report 9706 ChildPlus Health Information Notes	Provider Listing Health Insurance Flyers Oral Health Corrective Action Plan	Provide updates to Management and Program ERSEA Coordinator/Registered Nurse will monitor weekly until deadline has been met.	
Prior to the start of the school year, the Health Unit will provide a list of all students without an updated dental exam	On-going	Health Unit	Health Unit Tracking Form	Oral Health Corrective Action Plan	Provide updates to Management and Program	

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If needed, assist families in accessing appropriate dental care and insurance, ensuring continuity of services	Ongoing	Health Unit Family Service Workers	ChildPlus Data Entry Notes	Access Grace Medical True Health Orange Blossom Oral Health Corrective Action Plan	Provide updates to Management and Program Provide monthly follow up monitoring	
Family Service Workers will provide reminders to families missing oral health forms at the 30-, 45- and 60-day mark to include regulation information.	On-going	Family Service Workers	ChildPlus Communication Log	Oral Health Corrective Action Plan	Provide updates to Management and Program Provide weekly monitoring until 90-day deadline has been met.	
Teachers will provide notices to parents through electronic platforms of children missing dental forms, and dental exams	August 2024- October 2024 As needed	Teachers Teachers Assistants	Galileo Notes ChildPlus Education Notes	Galileo System Oral Health Corrective Action Plan	Provide updates to Management and Program	
Monthly reports on up-to-date dental exams will be provided to the policy council, governing board and staff.	August 2024- May 2025	Health Unit	Policy Council Report ChildPlus Report	Oral Health Corrective Action Plan	Provide updates to Management and Program Policy Council Report	
The Contract Administrator will provide an overview of oral health contracts to the health unit to ensure staff have a full understanding of services that can be provided to children and families.	On-going	Contract Administrator Program Manager	Sign in Sheets	Oral Health Contract Oral Health Corrective Action Plan	Provide updates to Management and Program	

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GOAL:	Enhance oral health practices and policies to reduce the number of children noncompliance to federal regulation 1302.42
DESIRED OUTCOME:	<ol style="list-style-type: none"> 1. Orange County Head Start will create an environment that prioritizes oral health. 2. Enhance oral health practices and policies by reviewing existing policies, adjusting procedures. 3. Enhance relationship with community partners that provide oral health services

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Orange County Head Start will request Technical Assistance for advice on starting the process of correcting the finding from FA2 finding in Oral Health	June 2024 Completed July 16, 2024	Director Program Manager	Webex invite	FA2 Finding Oral Health Corrective Action Plan	Provide Updates to management team

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Orange County Head Start will request technical assistance and advice from Region IV Technical Assistance team.	On-going July 16 2024, Completed	Director Program Manager CHPS Registered Nurse	Sign-in Sheets Webex invites	Oral Health Corrective Action Plan FA2 Findings	Provide updates to the Management Team and Health Unit.	
Notify all Head Start staff, Policy Council and Board of County Commissioners of all findings	June 2024 Completed	Director Program Manager	Sign-in sheets Emails Board Meeting	FA2 Findings	Provide Updates to Head Start Program	
Family Services Workers will provide oral health regulation to all accepted families.	On-going	Health Unit Sr. Family Service Worker	ChildPlus Data Entry System	Performance Standards Standard Operating Procedures	Provide updates to Management and Program	
Conduct a thorough review of current oral health policies and identify areas for improvement. Update policies to reflect evidence-based practices and guidelines.	August 2024 Completed	Program Manager Health Unit SOP committee	Meeting Sign-In Sheets Meeting Agenda SOP Meetings	Performance Standards Standard Operating Procedures	Provide updates to Management and Program Update Policies as needed	
Revise oral health standard operating procedures to ensure consistency in implementation across all program settings	July 2024-August 2024 Completed	Program Manager Registered Nurse	Meeting Sign-In Sheets Meeting Agenda	Standard Operating Procedures	Provide updates to Management and Program	
Provide regular, accurate reports on children's oral health status, including cavity risk assessments, and other	Ongoing Monthly	Health Unit Program Manager	Sign-In Sheets Agenda ChildPlus Reports	Pre-Service In-Service ChildPlus Data System	Provide updates to Management and Program	

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important information to staff, policy council and governing board.						
Establish formal agreements with dental providers, community clinics, and other relevant partners to ensure seamless access to oral health services for enrolled children	As needed Completed True Health and Orange Blossom	Program Manager Registered Nurse Contract Administrator	Webex Invite Confirmation Meeting Minutes	Head Start Referral Interest Form Oral Health Partners	Provide updates to Management and Program Provide updates to contract administrator	
Work with True Health to review contract and get dental bus up and running to see Head Start children. Children will continue to utilize True Health Department until dental bus is up and running.	February 2024 Completed	Registered Nurse Program Manager	Email Notifications Consent Forms	Flyer	Provide updates to Management Team as Needed	
Analyze the contract for oral health vendors and make amendments if needed.	July 2024- September 2024	Program Manager Head Start Director	Updated Contract	Contracts	Provide updates to Management and Program	
Hire a Health Administrative Specialist to assist with scheduling and arranging dental bus services.	April 2024 Completed	Program Manager HR Department	HR Emails Hiring Packet	Ocfl.net Posting Interviews	Provide Updates to Management Team and Head Start Staff	
Hire a third Certified Nursing Assistant to assist with lowering the caseloads to ensure timely screenings and services are provided	July 2024 Completed	Program Manager HR Department	HR Emails Hiring Packet	Ocfl.net Posting Interviews	Provide Updates to Management Team and Head Start Staff	

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Centers will create contests and bulletin boards that identify children that are compliant to dental regulation.	August 2024- November 2024	Health Unit Family Services Workers Center Managers Teaching Staff	Messenger Systems	Flyers Notices /Letters to parents	Provide updates to Management and Program	
Monthly reports provided to the Head Start Centers for the Center Supervisor and Family Service Workers to analyze and plan during the monthly meetings to reach compliance.	Ongoing	Registered Nurse Health Unit	ChildPlus Reports	ChildPlus Data System	Provide updates to Management and Program Provide updates to Policy Council	