

Additional file 6: Opportunities and threats for implementation of the OHS-interRAI

|                               | OPPORTUNITIES                                                                              | Representative quotes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Government</b>             | <b>Facilitate access to dental care, physically and financially</b>                        | FG1 I2: 'But if we always hit a wall there, maybe it is still up to the government to come up with solutions in terms of funding, subsidies, to be able to employ dentists in residential care centres.'                                                                                                                                                                                                                                                                                                                   |
|                               | <b>Integration of OHS-interRAI with its training, CAPs and guidelines into BelRAI LTCF</b> | FG2 I1: 'I would also suggest that those extra items be permanently integrated into the BelRAI, so that they are systematically assessed for everyone.'                                                                                                                                                                                                                                                                                                                                                                    |
|                               | <b>Addressing shortage of staff</b>                                                        | FG2 I1: 'We are also a bit bound by the hours they give us free time to spend on those investigations, on BelRAI. But due to staff shortages, that shoots over quite often.'                                                                                                                                                                                                                                                                                                                                               |
|                               | <b>Informational campaigns targeting the residents</b>                                     | FG2 C: 'But I would really like to see a campaign from the government specifically tailored to patients, to residents, explaining why oral health is important. Something that helps them understand, "Ah, this is what I can do myself," recognising issues and knowing what they can address themselves. Sort of encouraging their self-reliance.'                                                                                                                                                                       |
| <b>Organisation</b>           | <b>Providing training on oral health on a regular basis</b>                                | FG2 I1: 'Shortly after a training session, it [oral care] tends to go well again for quite some time, but then you notice that it starts to slip again after some time.'                                                                                                                                                                                                                                                                                                                                                   |
|                               | <b>Involving more staff in OHS-interRAI and BelRAI</b>                                     | FG2 I1: 'At the moment, additional staff are being trained for BelRAI [at our facility], which will make the work easier and allow for more flexibility.'                                                                                                                                                                                                                                                                                                                                                                  |
|                               | <b>Establishing a cooperation with dental hygienist</b>                                    | FG2 I2: 'Your self-confidence does grow because of it (support from a dental hygienist).'                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                               | <b>Establishing a cooperation with a dentist</b>                                           | FG2 I2: 'We're fortunate to have a dentist who can visit our care home, and I usually send her a message straight away.'                                                                                                                                                                                                                                                                                                                                                                                                   |
|                               | <b>Implement oral care as basic daily care, guidelines, protocols</b>                      | FG1 I2: 'A suggestion to the organisation: once the CAPs are known, we would like to get some more support or training towards implementation and care planning. Because I think, for us, that is something that definitely needs to be worked on.'                                                                                                                                                                                                                                                                        |
|                               | <b>Effective ICT-integration and seamless digital workflow</b>                             | FG2 C: 'With us, it has actually been a bit quiet because we are switching to other software and that doesn't want to run quite right. The software doesn't really go smoothly.'                                                                                                                                                                                                                                                                                                                                           |
|                               | <b>Multidisciplinary assessment and action upon triggered CAP</b>                          | FG1 I2: 'Before we call a dentist, the general practitioner comes and looks at it first. I find that the CAP dental visit lights up quite fast. For example, a spot on the cheek would require a visit to the dentist. But in the case of a 96-year-old resident, it is questionable whether this is really necessary. Then we always ask the GP's advice first.'                                                                                                                                                          |
|                               | <b>Positive attitude and enhanced knowledge on oral care</b>                               | FG1 I1: 'I think it depends colleague by colleague. Those who personally consider it [oral care] important will pay more attention to it than others.'                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Caregiver</b>              | <b>Learning curve</b>                                                                      | FG2 I1: 'These days, we just handle it ourselves. You know which items need to be completed. So you check the mouth with a spatula, remove the dentures, and so on. Afterwards, once the gloves are off, you fill everything in while still in the resident's room.'                                                                                                                                                                                                                                                       |
|                               | <b>Engage residents in oral healthcare</b>                                                 | FG1 I2: 'You definitely need to explain this link [between oral health and general health] to your team, but also to the residents, as they're often unaware of it themselves. This gives them extra motivation to take an interest in oral care.'                                                                                                                                                                                                                                                                         |
| <b>Residents and families</b> | <b>Younger generations are more oral health-minded</b>                                     | FG2 I1: 'I think we are slowly moving towards a generation that pays better attention to oral care than the older generation.'                                                                                                                                                                                                                                                                                                                                                                                             |
|                               | <b>Presence of family facilitates OHS-interRAI assessment</b>                              | FG1 I1: 'Assessment is difficult in our residents with dementia. It often works if the family is there. But it is very difficult.'                                                                                                                                                                                                                                                                                                                                                                                         |
|                               | <b>THREATS</b>                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Organisation</b>           | <b>High staff turnover- New staff lacks training</b>                                       | FG2 I2: 'Recently, a lot of new colleagues have started, which means that the training has been followed by very few people. We find that another training will be needed to include everyone.'                                                                                                                                                                                                                                                                                                                            |
|                               | <b>Shortage of staff and time pressure</b>                                                 | FG1 I2: 'Currently, the situation is such that in terms of staffing, things are a bit more difficult for us than a year ago. We also notice this in the BelRAI LTCF assessments, which are conducted less frequent frequently. They are discussed less thoroughly. Sections are skipped because they cannot be filled quickly, such as the mouth section. So staffing does have a major influence on this.'<br>FG1 I1: 'I do think that, when there's a lack of time, dental care is the first thing that gets neglected.' |
|                               | <b>Poor communication between night and day care teams</b>                                 | FG1 I2: 'The colleagues that I see every day, those I can keep encouraging. "Remember his teeth need brushing!". The people on the late shift or the night shift, you don't see them!'                                                                                                                                                                                                                                                                                                                                     |
|                               | <b>Lack of protocols and guidelines concerning oral care</b>                               | FG1 C: 'It's also about planning care... It [oral care] just isn't in our sector that much yet.'                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                               | <b>Difficult access to dentist</b>                                                         | FG2 I2: 'I think what we are experiencing now is that the addition in BelRAI can really lead to results, but there is also evidence from the action points that we should take that is still difficult to get the dental hygienist or the dentist to the home or to get the resident to them to effectively engage with the results from BelRAI oral care.'                                                                                                                                                                |

|                        | THREATS (continued)                                       | Representative quotes (continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| Caregiver              | Lack of knowledge and skills                              | FG1 I1: 'I definitely think the technique. I wasn't taught in school how to brush someone else's teeth—neither during my nursing training nor in caregiving.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|                        | Insufficient involvement of the entire team               | FG1 I2: 'We are both oral care reference persons, but I sometimes feel that the advice I give isn't always taken seriously in my role. I get the impression that what I have to say about oral care isn't really being listened to.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                        | Resistance to change                                      | FG1 I2: 'I feel like during training, everyone says, "Oh yes, that's true." But once they have to apply it in practice, everyone quickly reverts to their old habits.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                        | Mouth considered as intimate zone                         | FG1 I2: 'I think for many caregivers, it takes real effort to physically check inside a resident's mouth.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|                        | Time pressure                                             | FG2 I1: 'We should actually engage more with oral health. We should be able to engage with it more. But it's a lot at the moment... I think that is the case everywhere. But it's 'and and and' and I only have two hands and there are only 24 hours in one day.'                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Residents and families | Dementia, Psychiatric diseases and terminal stage of life | FG 2 I2: 'I mainly work on our closed ward with people with dementia. If you come off a lamp or a spatula there, you have already lost a lot of the residents. They get anxious or start resisting. So then I will deliberately not use material. And sometimes they refuse to open their mouths.'                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                        | Psychosocial thresholds, therapy fatigue                  | FG2 I2: 'I also think all in all, in recent years there have been a lot of tests in relation to corona. They have been approached many times and I think sometimes there is something like 'It's too much'. That sometimes we 'tinker' with them too much, so to speak. (All participants nod.)'<br>FG2 I1: 'What I also notice with those who still have their own teeth is that they are shy or something like that.... For example, we recently examined the mouth of a lady who was in the study and she was like "what have you come to do?"'<br>FG2 I2: 'And we are not dentists. Doctors are Gods and dentists are Gods and we are just 'helpers'. So, we are not qualified and we should not look into their mouths.' |
|                        | Oral care is not a priority                               | FG1 I2: 'I haven't actually heard much about the teeth themselves. For many people, this tends to be pushed aside. A lot of people find it much more important to be able to go to the toilet independently than to be able to brush their own teeth.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                        | Financial and transportational barriers                   | FG1 I1: 'Yes, people who have financial problems will definitely neglect going to the dentist.'<br>FG1 I2: 'But it remains difficult – someone who can't get in the car, or finding someone who can go with them. There is often a need for assistance when someone [with dementia] has to go to the dentist. Sometimes, they don't have any family to accompany them.'                                                                                                                                                                                                                                                                                                                                                       |
|                        | Desire for autonomy and independence                      | FG1 I2: 'We had arranged a dentist appointment for her with her son. She was really angry about it. We had told the son that it would be best for her to go to the dentist and that he could arrange it, but she didn't want to. She was really upset.'<br>FG1 I1: 'I believe you need to take the individuality of the resident into account. If they've never done it for years, who are we to force them to start taking care of their teeth? We always say that we work in their home. I have to adapt to their rules, not the other way around.'                                                                                                                                                                         |
|                        | Lower socio-economic status                               | FG2 C: 'But then you also have a difference between people who have actually not been well-off and have been well-off. You notice that too.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                        | Adherence to their established routines/ no routine       | FG2 I2: 'Yes there are many residents where I have already said "you should take out your dentures at night, it's better for your mouth, to avoid wounds", but they don't listen.'                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                        | Being totally dependent and having natural teeth          | FG1 C: 'People who have always taken good care of their own teeth but then can no longer do so for certain reasons. The teeth are then no longer properly cared for, damage occurs that is not seen in time. I think there is still a lot of room to grow in that.'<br>FG2 I1: 'When we take the dentures out, these are automatically brushed. And I think everyone does that. It will mainly be a problem for those who have their own teeth.'                                                                                                                                                                                                                                                                              |