ED Dental Pain Diversion Strategies

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Community Treatment Inc.
Community Treatment Inc.

- Federally Qualified Health Center
- Behavioral Health, Primary Care, Dental
- Jefferson County, Missouri
  - House Springs – 3 chair School Based Health Center
  - Hillsboro – 6 chair co-located health center
  - Arnold – 5 chair School Based Health Center
  - MAP – 3 chair mobile dental clinic
  - Festus – 3 chair dental office – COMING SOON

- Comprehensive Dental Care
- School Based Dental Care
- Mobile Dentistry
- Outreach Services
- Ten Dentists
- Ten Dental Hygienists
- Evening and Weekend Hours
Needs Assessment

Trends in Dental Pain presented in the Emergency Room
ER Visit Rates for Jefferson County Residents by Diagnosis

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<td>Infection</td>
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<td>7.7</td>
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<tr>
<td>Teeth and Jaw Disorders</td>
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<td>Allergic Reactions</td>
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Source: Adapted from MODHSS, Emergency Room MICA

256% Increase
Hospital Inpatient Charges for Tooth Pain
Jefferson County Residents 2010-2014
107 Residents, 332 Days, $2.2M in Charges
Hospital Inpatient Charges for Tooth Pain
Jefferson County Residents 2010-2014
By Age Group
107 Residents, 332 Days, $2.2M in Charges
Strategies

A multi-pronged, multi-year approach
Increasing Access to Care

- Before 2013 there was no low income dental clinic for adults.
- Building the safety net
  - Opened our school clinic in fall 2013
  - Added Hillsboro main clinic in spring 2014
    - 3 day/week Walk-In Clinic summer 2015
  - Opened Fox school clinic in fall 2015
    - 5 day/week Walk-In Clinic summer 2016
  - Opened MAP mobile in fall 2016

- Convenient Locations
  - Within 20 minute drive from any home in the county

- Convenient Hours
  - Evenings and Weekends

- Comprehensive Services

- Walk-In Emergency Clinic
Emergency Walk In Clinic

- Opened 3 days a week in Summer 2015
- Hillsboro, MO
  - Centrally Located
  - Monday – Friday starting at 8am.
  - Flat fee for emergency only patients
  - Walk-in for current patients
- Recurring advertisements in the local papers
- Opened 5 days a week in Summer 2016
- Notifying area health care providers and community organizations
  - Distributing Urgent Care Vouchers

Daily Walk In Emergencies
Jan 2016- Feb 2017

Graph showing daily walk-in emergencies from January 2016 to February 2017.
Mobile Access and Prevention (MAP) Clinic

- Partnership with Mercy Jefferson
  - Leasing Parking Lot Space
  - Working with the ED Director and Urgent Care
- COMTREA's full comprehensive care
  - Three operatories
  - Two Dental Assistants
  - 1 Hygienist
  - 1 Dentist
  - Open 8am-6pm Monday – Friday
- Built to deploy to the Zip Codes with highest ED utilization for dental pain.
MAP Clinic

- Jefferson Foundation Grant
  - $350,000 one time
- Missouri Foundation for Health
  - Portion of $120,000
- HRSA Oral Health Expansion
  - $350,000 for two years
Number of ED Visits for Dental Complaints by Jefferson County Zip Code and Year, 2011-2014
Jefferson County Smiles Voucher Program

- **Jefferson Foundation Grant**
  - $150,000 each year for two years
- Spent $103,495 in 2016
- 301 patients benefitted through 560 visits
- 171 comp care vouchers redeemed ($95,173)
- 80 urgent care vouchers redeemed ($8,322)
- 50 had SRPs paid for by voucher funds where Medicaid denied (included in the comp care voucher dollar amount, but not the patient count)
Evaluation
Dental Visits by Type COMTREA and Hospital ED

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Lessons Learned

- Hospital ED Visits have been constant
  - Around 1,200 annually
- It is too early to tell any impact on the ED rates
- Future plans to have a dedicated care coordinator for Hospital Referrals to create a consistent line of communication.

- It is hard to schedule Walk-In Coverage
  - Monitor this Monthly to adjust for demand
  - Have alternate options when demand is too high
    - Differ to openings at other clinics
    - Train all staff to help triage
- Adult Medicaid seems to have increased our demand for Walk-In Clinic
Since 2013 COMTREA has increased new limited and comprehensive care patients
- 133% increase since 2014

In 2016 we made a push to get as many Adults with Medicaid into our clinics.

- In 2015 80% of our patients were under 18
- In 2016 47% of our patients were under 18
Funding Sources

- Jefferson Foundation, Festus, MO
  - Jefferson County Smiles Grant
    - $150,000 x 2 years
  - MAP Clinic Grant
    - $350,000

- Missouri Foundation for Health
  - Adult Dental Expansion Grant
    - $120,000

- HRSA Oral Health Expansion 2016
  - MAP Clinic Grant
    - $350,000 x 2 years

- Adult Medicaid Dental Expansion
  - This was key to us meeting the demand of adult dental patients

- FQHC Enhanced Medicaid Reimbursement
  - FQHCs have a higher rate of reimbursement than non-FQHC providers under our PHS 330 Grant status.
Keys to Success

- Gather all Needs Assessments
- Do Research on Need and Resources
- Meet with Community Stakeholders
  - Hospital Admin and Providers
  - Primary Care Community
  - Social Service Organizations
  - Churches
- Continually Meet with Stakeholders to open lines of communication and build trust
- Diversify Funding Sources
- Continuously Monitor Utilization and Scheduling Protocols
- Train staff on dental emergencies
- Build a team that is flexible and dynamic
- Care Coordination
- Create Access to Care that is Patient Centered
  - Evening and Weekends
  - Affordable Pricing
  - Know Community Groups that Know the Most Vulnerable
    - Behavioral Health Providers
    - Hospital Nurses