Integration of Oral Health and Primary Care Practice

Two Health Center Experiences

August 1, 2018
Integration of Oral Health and Primary Care Practice
Albany Area Primary Health Care, Inc.
Introduction

Albany Area Primary Health Care, Inc. is a community health center in Southwest Georgia operating 28 total locations in a 7 county area. Services provided include Primary Care, Obstetrics/Gynecology, Dentistry, Behavioral Health, Substance Abuse, Podiatry, Optometry, School-Based Health and a Ryan White Part C program.
Albany Area Primary Health Care, Inc.

- Primary Care Users: 34,242
- Dental Users: 3,736
- All Primary Care Sites are NCQA PCMH Level 3 with one exception (*Pediatric only clinic is Level 1*)

Mirian Worthy
Women’s Health Center
Information About AAPHC Dental Program

- 2 Main Dental Sites (AAPHC Glover Dental Center and West Albany Dental Center)

- 2 School Based Health Center Sites, 1 Site at the Hospital and 1 Site at the OBGYN clinic

- 4 Dentists, 4 Dental Hygienists and 10 Dental Assistants
NNOHA-IPOHCC Project

AAPHC is integrating dental services on site with women’s health services.
Need/Rationale for Integration

• Why did the HC decide to work on the project? AAPHC had a large portion of OB patients that did not have dental care and lacked resources or initiative to seek out these services, even within the existing AAPHC network.

• What was the need? Oral health care during pregnancy is important to the health and well-being of mother and baby.
Integration Planning Process

• Started Planning December 2017 with the development of a committee and wanted to have the early stages of the planning process put together by February 2018.

• AAPHC had several meetings with the OBGYN department (providers, nursing staff and business staff) to gain their buy-in to integrate oral care into prenatal care. This was new to the OBGYN department.

• After getting the buy-in that was needed, AAPHC opened the dental clinic inside of Mirian Worthy Women’s Health Center in February 2018.
Implementation Process

• Initial Training - We had training for the nursing staff on how to initiate referrals. We also developed a standing order for the nursing staff to be able to initiate referrals based on the answers to the patients assessment questions during the triage process.

• Two of our OBGYN providers have done the Smiles for Life training.
Implementation Process Ongoing

- New staff are trained during the orientation process and at the clinic level they are paired with an established team member for mentoring.
- Dental Retreat - Fluoride Varnish Training (Prenatal and Pediatric Population)
- EHR System - E-Clinical Works
- Billing – Services are billed out of the Women’s Health Center. In Georgia, most pregnant women are eligible for Pregnancy Medicaid if they do not have any insurance at the time of their pregnancy.
Implementation Process Ongoing

- Additional Training for the Nursing staff in the medical clinics on Fluoride Application - July 2018 by one of the Dentists
- Women’s Health Nurse Practitioner started using the Caries Risk Assessment on her patients - July 2018. Testing this out on 10 patients before being fully implemented.
- Utilization of the Social Worker
The patient comes in for their OB appointment and is triaged by the nurse. During triage the patient is asked 2 questions regarding dental care. Patient education is provided by the nurse regarding dental services and the need for dental services; especially during pregnancy. *We also see GYN patients for dental services.*

If the patient answers No to the questions, the nurse provides education and informs the patient about the dental clinic that is housed in the OB/GYN facility. The nurse will also ask the patient if they would like to make an appointment to see the dentist.

Once the patient confirms request for appointment, the patient can see the dentist the same day (if the dentist is providing services on the day of the patients appointment). If not, the patient is given a tooth reminder form to provide to the staff member at checkout to make them a dental appointment.
Electronic Documentation

Documenting Dental Care

From ADA Risk Assessment, document the Dental Care questions
Standing Orders

Objective: To define circumstances on which Standing Orders can be used by the organization to as well as ensure that all adult patients receive safe, effective, quality health care without it being necessary to see a provider prior to selected tests being ordered or administered.

7. Dental referral initiated on all Mirian Worthy patients that have not seen a dentist in 6 months and who agree to referral with AAPHC dentist.

Diabetic Collaborative Standing Orders for diabetic patients:
1. Finger Stick Blood Sugar (at every visit).
2. Hemoglobin A1C (every 91 days, at least twice a year).
3. Foot Exam (a diabetic foot exam, with shoes and socks removed, should be completed once a year).
4. Diabetes Education (at every visit).
5. Retinal Eye Exam yearly.
6. Micro-Albumin to be done yearly unless the patient is on dialysis or unable to void.
Staff Reminder Cards

Patient Name: ____________________________

Date: ________________________

Please schedule a dental appointment for this patient.

__________________________ MD/CNM/NP
Ordering a Referral in ECW

From the Treatment section of the Progress Note, select Outgoing Referral.

Complete the Referral. Note: Reason and Diagnosis are MANDATORY.
Click the green arrow next to Send Referral to access the Fax Option.
Ordering a Referral in ECW - Access
Project Outcomes

- Dental Clinic established at the Women’s Health Center

- January 1, 2018 – present, AAPHC has had internal referrals for 360 patients and a total of 347 patient encounters have been seen February 1 through July 23, 2018.

- Initially services were provided one day per week, but after one month it expanded to include a 2nd day with a Hygienist to provide prophys, sealants, and fluoride application.
Project Outcomes

June 2017 - Dec 2017
- Total Appointments: 3295
- Dental Appointments: 155
- Dental Referrals: 65

Jan 2018 - June 2018
- Total Appointments: 3111
- Dental Appointments: 254
- Dental Referrals: 360
Project Benefits

- Some patients that have never seen a dentist are able to receive services.
- Patients are conveniently able to get services the same day as their OB or Ultrasound visit.
- Patients are able to get education on the importance of oral care during their pregnancy. *We have an educational table setup in the waiting room once a week to provide education and get referrals for the dental clinic.*
Project Challenges

• Getting buy-in from OBGYN providers to provide this service and to do the risk assessments on the patients.

• Getting a concrete process in place to make sure patients with multiple appointments are not leaving without being seen and making sure that patients who are referred are getting their dental appointment.
Moving Forward

• One of the Midwives will start using the Caries Risk Assessment Tool and then this will roll out to all the providers.

• AAPHC anticipates expanding this service to another additional day in the near future.
AAPHC has been proudly serving southwest Georgia for 39 years.

THANK YOU

Clifton Bush, COO
Albany Area Primary Health Care, Inc.
204 N. Westover Blvd.
Albany, GA 31707
Clifton.Bush@aaphc.org
(229) 888-6559

AAPHC has been proudly serving southwest Georgia for 39 years.
Medical Dental Integration: An Embedded Model
Speakers:
Frank M. Torrisi, DDS, MBA
Dental Director
Medical Dental Integration, FPCN
ftorrisi@fpcn.com

Dana Robinson, PHDHP, BS
Public Health Dental Hygiene Practitioner
Medical Dental Integration, FPCN
drobinson@fpcn.com

Jaslynn Banks, EFDA
Medical Dental Integration Coordinator
Medical Dental Integration, FPCN
jbanks@fpcn.com
Primary Care Sites in Philadelphia: 5

Co-Located Dental Sites: 3
- Abbotsford Falls Family Practice & Counseling
- Stephen and Sandra Sheller 11th Street Family Health Services
- The Health Annex

Embedded MDI Program: 1
- Stephen and Sandra Sheller 11th Street Family Health Services

Estimated Number of Primary Care & Dental Patients
Primary Care: 14,000
Dental: 8,000
NCQA Level III Certified
Stephen and Sandra Sheller
11th Street Family Health Services

**Primary Care**
- 15 Treatment Rooms
- 1 MDI Room

**Dental**
- 9 Treatment Rooms

**Other Services**
- Behavioral Health, Prenatal Care, Creative Arts Therapy, Social Services, Podiatry, Fitness Center, Physical Therapy, Nutrition, Pharmacy, Mind Body Education and Services.
Overview of MDI Program at 11th Street

- Integrate full scope dental services within the dental treatment room embedded in primary care setting.
- PHDHP and EFDA driven model.
- Available for same day, same week appointment.
- Care coordination for dental and primary care visits.
- Services rendered in MDI room
  - prophylaxis, care coordination, fluoride varnish, exams, radiographs, referral for comprehensive care to our dental suite
Why did the HC decide to work on the project?

- There was a need in the community and a disconnect within our own clinic.
- Facilitate in the Healthy Kids 2020 initiative.
- Create a relationship with PC patients and staff for integrated care coordination.
- Implement the five interprofessional core clinical competencies.

**PROJECT OBJECTIVES**

- Promote awareness and the importance of oral health in relation to overall health and well-being.
- Educate non dental staff on the importance of the oral-systemic connection.
- Manage and prevent common oral health diseases.
- Provide access to effective dental services.
- Improve health outcomes of our patients.
- Improve access to dental services by treating patients same day or within the same week of their PC appointment.
- Improve the overall experience and quality of care.
- Restore self-esteem in patients experiencing psycho/social stressors.
Our Partners and Stakeholders
Dental Department

- HRSA
- Keystone First
- Delta Dental
- Patricia Kind Foundation
- Claneil Foundation
- PACHC
- NNOHA
- Drexel University
- Arizona School of Dental and Oral Health
- Temple University School of Dental Medicine
- University of Pennsylvania School of Dental Medicine
- Albert Einstein Hospital Department of Dental and Oral Surgery
2015 – Eleventh Street Dental expanded from 5 to 9 treatment rooms.

2016 – HRSA expansion grant funded salaries for added 1 FTE DDS, PHDHP and EFDA

2016 – “With HRSA support, the Oral Health Center will be able to add additional licensed providers; serve 1,100 more people with dental services in 2017 than it can currently; conduct education, inreach, and outreach in the community; and provide services that are integrated with primary care in innovative ways.”
2015
- Research and HRSA Grant Proposal
- Gain support from FPCN and receipt of grant support
- Select 11th St as pilot site.

2016
- Implement the MDI EFDA model within the dental clinic
- Limited target group, kids age 0 to 12.

2017
- PDSA-Redesigned to the PHDHP model
- Expand target groups to patients:
  - Age 12 and over
  - DM
  - HTN
  - Pre-Natal
  - Emergency visits

2018
- Implement risk assessment.
- Develop intake questionnaire for iPad patient registration.

**MDI Committee:**
- **Dental:** MDI Coordinator/EFDA, DMD/DDS, PHDHP,
- **Primary Care:** NP, MA, Pediatric LCSW, RD

**Planning Essentials:**
- Weekly MDI dental staff huddles
- Monthly meetings MDI committee
- Staff In-Services
- Ongoing PDSAs
MDI Workflow

MDI Coordinator generates I2I

Direct referral from PC

MDI Coordinator performs Intake Assessment

PHDHP screens patient

Patient treated same day

Appointment scheduled same week

Review OH

Patient refused treatment

Prophylaxis Exam (routine/emerg.), radiographs, Fl2, OHI
New Staff Training for Medical & Dental Staff

- Smiles for Life training to be conducted by Dentist & PHDHP.
- One on one training with current MDI staff members.
- Cross trained personnel for replacement/ expansion to other sites.
HIT System

- **Centricity**
  - EMR used by primary care staff to document clinical notes, create orders, and offer referrals.
  - Used by MDI coordinator to generate referrals from i2i and document intake form and schedule MDI encounters.

- **Dentrix**
  - EDR used by dental to create treatment plans, document clinical notes, document referrals, review/post risk assessment codes and billing.
  - MDI tags were set in Dentrix for target populations to document and track patient progress.
Dentrix MDI Tags

- Pediatric under 12 years old
- Adult over 12 years old
- Dental Pain
- DM 2 Controlled
- DM 2 Uncontrolled
- DM 1 Controlled
- DM 1 Uncontrolled
- Hypertension Controlled
- Hypertension Uncontrolled
- Prenatal 1st trimester
- Prenatal 2nd trimester
- Prenatal 3rd trimester

http://pristinehospitals.com
Dentrix and Centricity are not currently interoperable.

Collaborating with IT to develop work arounds:

- **Active MDI forms in Centricity**
  - MDI Risk Assessment forms for adults and children.
  - Dental Intake Questionnaire uploaded to Ipad for registration of all Primary Care patients.
  - Keystone First: Let Us Know Program.
  - Self Management: Educational handouts.
  - Formulated dental questions used for the ability to track referrals and measure patient outcomes.
EHR Forms: Child Risk Assessment

Protective Factors
- Dental Home: [ ] yes [ ] no
- Last Dental Visit: [ ]
- Dental Pain: [ ] yes [ ] no
- Drinks or Cooks with Fluoride Water: [ ] yes [ ] no
- Brushes 2x Day: [ ] yes [ ] no
- Flosses Daily: [ ] yes [ ] no

Risk Factors
- Continual Bottle / Sippy Cup Use With Fluids Other Than Water: [ ] yes [ ] no
- Frequent Snacking of Sugar / Processed Carbohydrates: [ ] yes [ ] no
- Pacifier Use, Sucks Thumb, etc: [ ] yes [ ] no

Clinical Findings
- White Spots: [ ] yes [ ] no
- Suspected Decay: [ ] yes [ ] no
- Restoration(s) Present: [ ] yes [ ] no
- Inflamed / Bleeding Gums: [ ] yes [ ] no
- Missing Teeth: [ ] yes [ ] no

Anticipatory Guidance
- Oral Health Education: [ ] yes [ ] no
- Tobacco Cessation: [ ] yes [ ] no
- Nutritional Counseling: [ ] yes [ ] no

Referral
- Referral made with appointment
- Referral made; patient seen today
- Referral made, will followup
- Patient already has a dental home

Population of Interest
- Hypertension: [ ] Controlled [ ] Uncontrolled
- Diabetes: [ ] Type 1 - Controlled [ ] Type 1 - Uncontrolled [ ] Type 2 - Controlled [ ] Type 2 - Uncontrolled
- Age: [ ] Pediatric Under 12 [ ] Pediatric Over 12 [ ] Adult Over 18
- Pregnancy: [ ] Trimester 1 [ ] Trimester 2 [ ] Trimester 3

Prev Form (Ctrl+PgUp)  Next Form (Ctrl+PgDn)
Emergencies
- Same Day
- Dentist
- Palliative Care (i.e. emergency exam, radiograph, etc.)
- Schedule next visit: clinical exam (if needed)

Last Dental Visit > 1 Year
- Same Day
- Within 7 days
- PHDHP
- Perform services within hygiene scope of practice (i.e. prophylaxis, fluoride, etc.)
- Schedule clinical exam w/ dentist within 7 days

Last Dental Visit < 1 Year
- First Available
- Dentist or PHDHP
- Receive periodic exam, prophylaxis, and radiographs (if needed)
- Schedule recall exam or restorative care
Initial project goal was to increase patient visits to 100 patients per month.
  ◦ Grant support
    • HRSA grant: initial proposal was to increase dental visits after facility expansion from 5 to 9 rooms to support fiscal sustainability.
  ◦ Medical tags: isolate separate target groups

Implementation of the new PHDHP model showed an increase in visits from 2017 to 2018.
  ◦ Same day availability
  ◦ Full range of hygiene services offered
  ◦ Support for the primary care staff
Patients treated by MDI
Projected Plans and Outcome Measures for 2018-2019

- % Fl2 Varnish application
- Sealants
- Target groups via risk assessment
- Referral appointment completion verified, tracked, and follow-up
- Meeting A1C therapeutic goals
- Patient and staff satisfaction surveys
- Replication of MDI Program at other sites with both primary care and dental departments.
Challenges 2016-Present Day

Past
- Staff Cooperation
- Workflow
- Obtaining Referrals
- EMR/EDR Relationship

Present
- Documenting Referrals
- Outcome Measurements
- EMR/EDR Relationship
There have been 3 major changes to the MDI program as a result of the IOHPCP project.

As a result of these changes there have been several positive impacts to the MDI program:

- Increase in patient referrals and visits
- Growth of oral health awareness in staff and our patients.
- Equipment upgrade in the MDI treatment room.
- Patient acceptance and satisfaction.
- Network awareness and support.

Data Collection

Training for PC staff: Smiles For Life

Risk Assessment
Questions??
REGISTER NOW!

NNOHA ANNUAL CONFERENCE

Sheraton New Orleans Hotel November 11-14

Register at nnoha.org
This project is/was supported by the Health Resources and Services Administration of the U.S. Department of Health and Human Services (HHS) under grant number U30CS29051: Training and Technical Assistance National Cooperative Agreements for $500,000 with 0% of the total NCA project financed with non-federal sources. This information or content and conclusions are those of the author and should not be construed as the official position or policy, of, no should any endorsements be inferred by HRSA, HHS, or the U.S. Government.