

Expanding Oral Health Services in Louisiana Health Centers



Presented by: Dr. Douglas Cross, DDS
Dr. Pamela Daniel, DDS
Traechel A. McCoy, MPH



Well-Ahead Louisiana Provider Education Network



Louisiana's HRSA Health Center Oral Health Award Grantees

Louisiana received 12 total awards totaling \$4,311,433

Health Center Grantee	City	Award Amount
C A S S E DENTAL HEALTH INSTITUTE	SHREVEPORT	\$350,000
CAPITOL CITY FAMILY HEALTH CENTER INC	BATON ROUGE	\$350,000
EXCELTH, INCORPORATED	NEW ORLEANS	\$525,000
H I V / A I D S ALLIANCE FOR REGION TWO INC	BATON ROUGE	\$350,000
JEFFERSON COMMUNITY HEALTH CARE CENTERS, INC	AVONDALE	\$350,000
MARILLAC COMMUNITY HEALTH CENTERS	NEW ORLEANS	\$350,000
NEW ORLEANS AIDS TASK FORCE	NEW ORLEANS	\$350,000
RICHLAND, PARISH OF	DELHI	\$350,000
ST. CHARLES COMMUNITY HEALTH CENTER, INC.	LULING	\$350,000
START CORPORATION	HOUMA	\$286,433
TECHE ACTION BOARD, THE	FRANKLIN	\$350,000
WINN COMMUNITY HEALTH CENTER	WINNFIELD	\$350,000

Highlighted Health Centers



Dr. Douglas Cross, DDS



Dr. Pamela Daniel, MD



Traechel A. McCoy, MPH

EXCELTH

DR. DOUGLASS W. CROSS

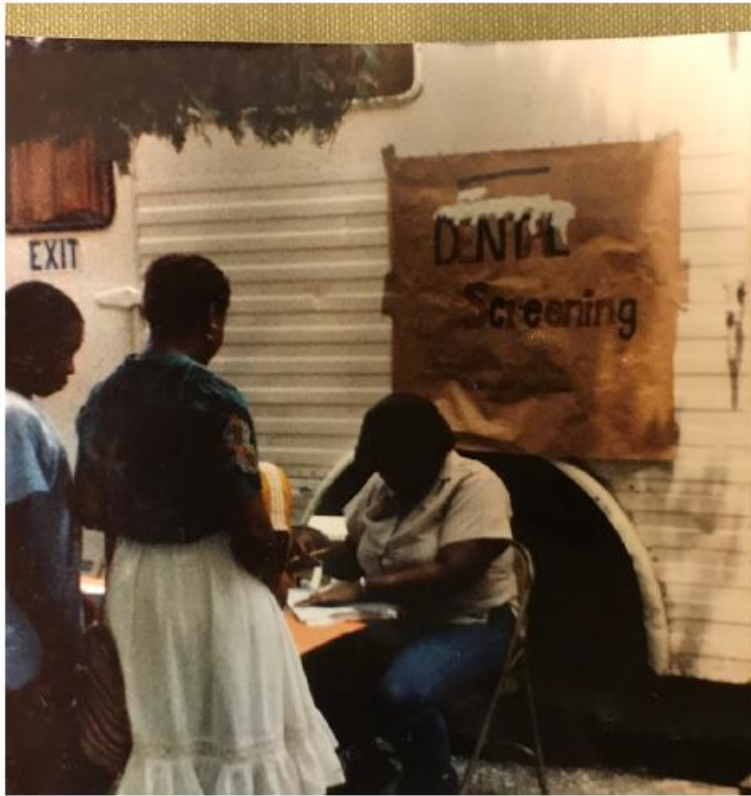
DENTAL DIRECTOR



WHO WE ARE

- EXCELth is dedicated to improving the health of underserved communities through the provision of quality, affordable primary care services that includes patients and their families as key players in their health care decisions.
- EXCELth is the oldest non-public running FQHC in the Greater New Orleans area.
- Operating clinics in New Orleans East, Gentilly, and Algiers with behavioral health in Baton Rouge.

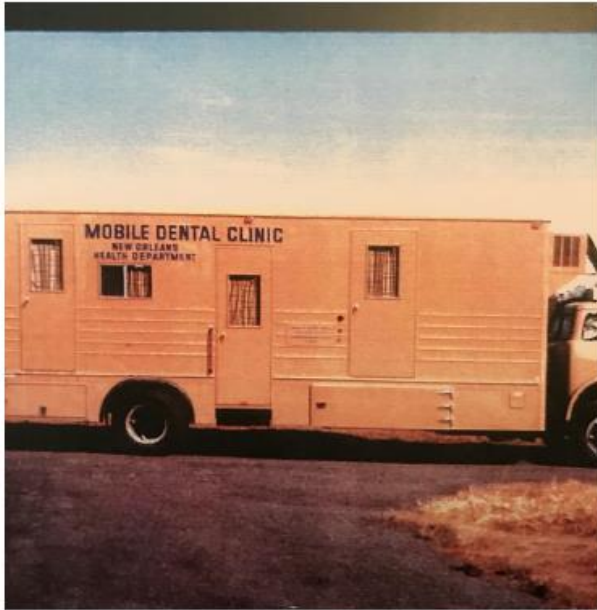
HISTORY OF MOBILE DENTAL UNITS



Pictured,
The first Mobile Dental
Unit (1977-1985) for the
City of New Orleans
Health Department

Ms. Celeste Terry, RDH, BS
Dental Hygienist

HISTORY

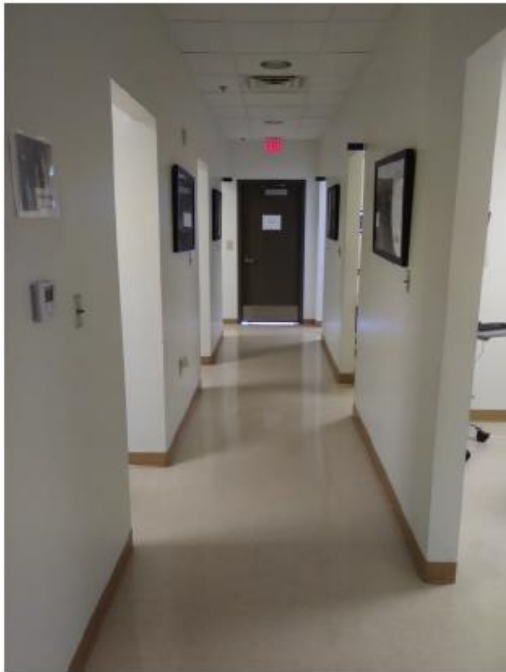


The previous unit was converted from a health unit used for screenings. The van pictured here was specifically designed to provide dental services making it much nicer and more efficient.

TARGET POPULATIONS

- Low-income patients (persons with incomes at or below 200% of the FPL)
- Uninsured patients
- Patients who haven't been to the dentist in the past year
- The growing Latino, Vietnamese and Arab-speaking Populations of Greater New Orleans
- Seniors, 60+
- Hard to reach populations

LOCATIONS



New Orleans East Operatories



New Orleans East Check in

LOCATIONS



Algiers EXCELth Dental Center



CHALLENGES

- Working on agreements with city officials
- The scale of renovating the MDU
- Hiring a qualified dentist and a bilingual dental hygienist

RENOVATIONS

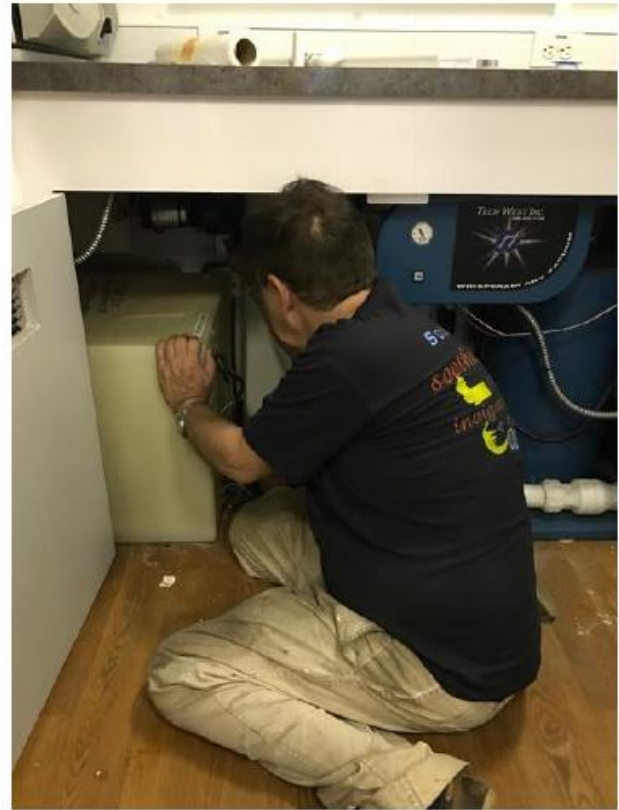
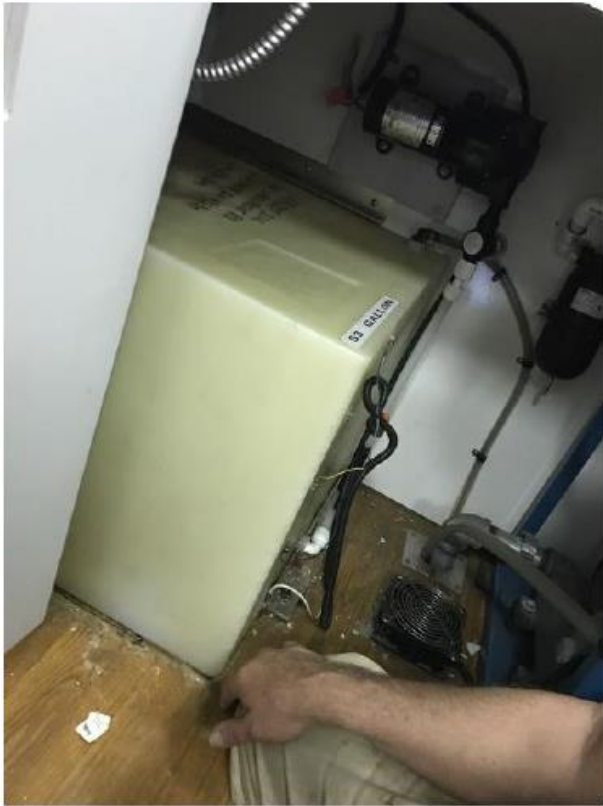


Before



After

FRESH WATER SYSTEM PUMP REPAIRS



WATER DAMAGE



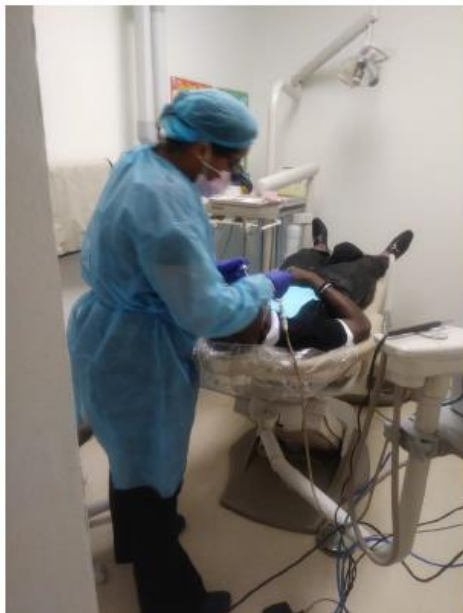
OTHER DAMAGE



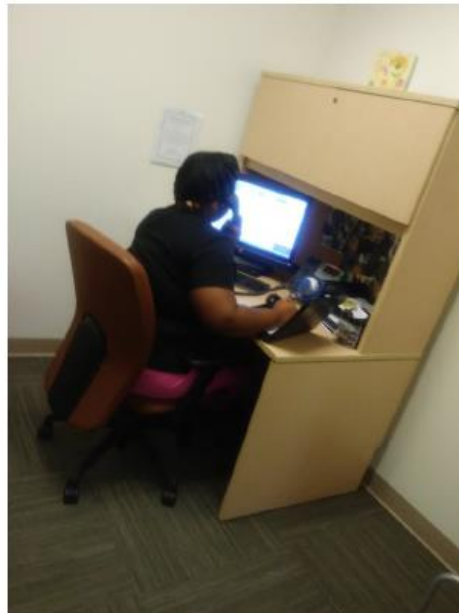
STAFF



Dr. Elizabeth Ponder,
General Dentist



Analís Sanchez,
Dental Hygienist



Kenyata Siverand,
Mobile Dental Unit Coordinator



Hunter Duryée,
Outreach Coordinator

ACCOMPLISHMENTS

- Hiring a qualified dentist and bilingual dental hygienist
- Working close to capacity at both the New Orleans East and Algiers clinics
- Restarting the Council on Aging Mobile Dental Unit
- Starting outreach program that targets a broad range of patients throughout the Greater New Orleans area

PATIENTS SERVED

	Encounters	Users
January through June 2016	2228	898
January through June 2017	2909	1465

The above data includes all dental sites.

WORKING IN THE MOBILE DENTAL UNIT



LOOKING AHEAD



LOOKING AHEAD

- Expanding hours of operations at the senior centers
- Expanding mobile dental services to more schools
- Increasing services to health centers without oral health programs

CARVER HIGH SCHOOL





CareSouth Medical & Dental

Pamela B. Daniel, DDS
Dental Director





Background

CareSouth is a private non-profit Federally Qualified Health Center that provides a comprehensive range of community-based medical, dental and behavioral health services. Our health center is guided by a consumer-majority volunteer board of directors whose mission is to provide comprehensive, high quality health care with compassion and respect for all.

Our experienced team provides a broad range of medical and dental services at our main location in Baton Rouge and in satellite clinics located in Donaldsonville and Plaquemine, Louisiana. CareSouth also provides onsite behavioral services in two Ascension Parish public schools and 5 charter schools in East and West Baton Rouge. CareSouth is certified by the National Committee for Quality Assurance (NCQA) as a Level 3 Patient-Centered Medical Home. CareSouth originally launched in 1997 as Capitol City Family Health Center (CCFHC), which it operated under until changing its name in April, 2016 to be more inclusive of the communities we serve.



Pre-Grant Funding

Our oral health service prior to grant funding, consisted of three full time dentists and one full time hygienist. All were based in the Baton Rouge clinic, and the dental director began travelling to our existing Plaquemine and Donaldsonville clinics one day per week respectively in January of 2016. (Ending a 6 month lapse in dental services.) The dental director performed all dental treatment on all dental patients, adult and pediatric, in those satellite clinics, including hygiene visits. The director utilized one expanded duty dental assistant at both the Donaldsonville and Plaquemine clinics. The same assistant was used at both of these sites. This left the busiest clinic (Baton Rouge) with only two full-time dentists two days of the week, in addition to having the dental director away from the primary clinic for two days out of the week.



Pre- grant funding in a nutshell

Having only one dentist one day per week also created an undesirable wait time in the Donaldsonville clinic of 3-4 weeks and in the Plaquemine clinic, as much as 4-5 weeks.

The grant proposal focused on the potential for growth and the need to take advantage of the underutilized physical space already existing in the Plaquemine facility. Additionally, it was the clinic with the longest wait for an appointment and therefore, was the best place to begin tackling our goal of increasing access to care, building upon our existing oral health program and providing new and expanding oral health services. We were also not utilizing the proven best practice of having a registered dental hygienist in place to free up the dentist to perform emergency treatment, operative care, surgeries and prosthetic procedures.

Another goal was to increase our delivery of dental services to existing CareSouth pediatric medical patients, who were not utilizing CareSouth dental services. Expanding into Head Start facilities after successfully completing our ongoing School-based Health Center programs was our final goal.

<p align="center">Goal</p> <p>On separate rows, identify the goals for each focus area. Goals should describe measureable results.</p>	<p align="center">Key Action Steps</p> <p>Identify the action steps that must occur to accomplish each goal.</p>	<p align="center">Person/Area Responsible</p> <p>Identify who will be responsible and accountable for carrying out each action step.</p>	<p align="center">Time Frame</p> <p>Identify the expected time frames for carrying out each action step.</p>	<p align="center">Comments</p> <p>As desired, provide supplementary information.</p>
<p align="center">Focus Area: Operational Oral Health Care Services Site(s) within 120 days of Award</p>				
<p>Goal A1: By October 1, 2016, complete minor renovations at Plaquemine dental clinic to improve efficiency.</p>	<ol style="list-style-type: none"> Select community carpenter to extend countertops in sterilization room and shelving to supply room. Complete minor renovations and alterations 	<p>CAO, Site Manager, Dental Director</p>	<ol style="list-style-type: none"> July 15, 2016 thru August 1, 2016 September 15, 2016. 	
<p>Goal A2: By October 1, 2016, order and install all dental equipment.</p>	<ol style="list-style-type: none"> Request bids for dental chair, Panorex, other dental equipment and computers. Purchase equipment, arrange for delivery and installation of dental chair. 	<p>CEO, CFO, Dental Director</p>	<ol style="list-style-type: none"> July 15, 2016 thru August 1, 2016 August 10, 2016- September 15, 2016 	
<p>Goal A3: By September 1, 2016, secure private space in Head Start Centers to deliver oral health education and preventive services.</p>	<ol style="list-style-type: none"> Meet with Head Start Administration. Inspect assigned space for adequacy 	<p>CEO, Dental Director</p>	<ol style="list-style-type: none"> August 1, 2016- September 1, 2016. 	
<p>Goal A4: By October 1, 2016, install and test <i>EHS</i> Patient Management and <i>Dentrix</i> EHR on new computers.</p>	<ol style="list-style-type: none"> Purchase additional licenses, if necessary, to install software on new computers. Install and test software. 	<p>CFO, IT Staff</p>	<ol style="list-style-type: none"> July 14, 2016 thru October 1, 2016. 	

Focus Area: Hire, credential, and orient, oral health staff within 120 days of Award

<p>Goal B1: By September 15, 2016, recruit and hire dentist, hygienist and dental assistant.</p>	<ol style="list-style-type: none"> 1. Advertise vacant positions 2. Interview and check references of candidates 3. Make job offer 4. Draft contractual agreement for dentist 	<p>CEO, HR Manager, Dental Director</p>	<p>July 15, 2016 thru September 15, 2016</p>	<p>.</p>
<p>Goal B2: By September 15, 2016, complete source verification and credentialing process for dentist and hygienist and submit to board for granting privileges.</p>	<ol style="list-style-type: none"> 1. Complete primary and secondary source verification per board approved credentialing policy 2. Prepare documents to present to board to grant privileges to practice at health center 	<p>CEO, HR Director, Dental Director</p>	<p>July 15, 2016-September 26, 2016 (board meeting day).</p>	<p>Board of Directors has approved credentialing and privileges policies and process.</p>

<p>Goal B3: By October 1, 2016, complete all clearances and conduct all relevant orientation and training sessions.</p>	<ol style="list-style-type: none"> 1. Complete all clearances (TB, hepatitis, etc) 2. Conduct health center and dental department orientation and training sessions. 3. Complete practice management and electronic health records training. 	<p>HR Director, Dental Director, IT staff</p>	<p>September 1, 2016-October 1, 2016</p>	<p>Time for completion of each activity will be dependent on date each staff member is hired.</p>
<p>Goal B4: By October 1, 2016, enroll dentist and hygienist with Medicaid and relevant private insurance companies.</p>	<ol style="list-style-type: none"> 1. Complete applications to enroll dentist and hygienist with the various insurances and other payer sources. 	<p>Billing Manager, CFO</p>	<p>Upon hiring through September 30, 2016</p>	

Focus Area: Integrate Oral Health Care with Primary Care and WIC Practice

Goal C1: By June 30, 2017, complete the structural changes, revamp procedures, revise policies, and fully implement primary care oral health integration.

1. Obtain training and guidance from HRSA and peer FQHCs on changing to this model of service delivery.
2. Develop inter-departmental, inter-discipline plan for integration of oral health care and primary health care.
3. Revise procedures necessary for WIC participants to be referred to Dental Department for oral health care services.
1. Implement Primary Care/Oral Health Integration.

1. CEO, Dental Director
1. CEO, CAO, Dental Director, Medical Director, QA Director
1. CEO, CAO, Dental Director

1. July 15, 2016 – September 1, 2016
- 2.&3. September 1, 2016
1. October 15, 2015 and ongoing.

Primary care/oral health integration will be a major change how oral health, medical and WIC services are currently delivered at CCFHC. The changes will take commitment and support from executive management, medical, dental and WIC staff, along with support from IT. To help ensure successful implementation, a jointly developed plan will be required with specific action steps for each department. We will begin the planning process immediately upon notice of award and expect complete conversion within six (6) months.

Focus Area: Quality Improvement/Quality Assurance (QI/QA) Program

Goal D1: By October 30, 2016 incorporate new oral health performance indicators and processes into the CCFHC's existing CQI process.

1. Conduct orientation with new staff and re-orientation with entire staff on CQI elements, HRSA requirements, and agency expectations.
2. Establish system to track new clients and number of encounters to monitor process toward achieving target of 1,000 new patients and 4,000 encounters by end of project period.

1. CEO, Dental Director, Dentists, Hygienists, Dental Assistants, CQI Coordinator
2. IT staff and Dental Director

October 1, 2016 and ongoing.



Accomplishments

The Plaquemine Clinic

One day per week

4-5 week wait time

2 fully equipped operatories.

No Panorex machine

No Hygienist

Small Sterilization Room

2 days per week

2-3 week wait time

3 fully equipped operatories

New Panorex machine

New Hygienist

Steri-Center

Visits per Month

	2017	2016
January	78	8
February	58	15
March	71	40
April	58	23
May	87	33
June	62	42
July	61	42
August		44
September		32
October		58
November		69
December		64

Revenue

	2017	2016
January	\$10,305	\$864
February	\$11,155	\$1,272
March	\$13,310	\$4,767
April	\$11,771	\$2,653
May	\$14,556	\$3,764
June		\$5,313
July		\$5,558
August		\$4,770
September		\$4,639
October		\$8,853
November		\$7,808
December		\$8,611



QUOTE#

20160127114805480

Date: 10/10/2016	Acct No: 2966807	Install Date:
Field Sales Consultant: Randy Montgomery	Sales Specialist: James Kinney	Sales Specialist:
Installation Address: 59340 River West		
City: Plaquemine Southwest	State: LA	Zip: 70764
Phone: 2256502000	Fax:	
New Acct:	Existing Acct:	
Henry Schein Dental		
21399 Marion Lane, Suite D		
City: Mandeville	State: LA	Zip: 70471
Phone: (985)871-0001	Fax: 866-954-9465	

Bill To: Capitol City Family Health Cen
Address: 59340 River West
City: Plaquemine Southwest State: LA Zip: 70764
Deliver To: Capitol City Family Health Cen
Phone: 2256502000
Fax:
Email:

Qty	Manufacturer	Item Code	Description	Retail Price	Price	Total

<input type="checkbox"/> Henry Schein Financial Services	<input type="checkbox"/> Cash/Bank Financing
SSN*:	SSN*:
DOB:	Bank Name:
Credit Card #:	Bank Officer:
Expiration:	Bank Phone:

Subtotal:	\$68,735.00
Freight:	\$750.00
10.000% Tax:	\$6,948.50
Discount: \$22,629.31	Total: \$76,433.50
Deposit:	\$0.00
Balance Due:	\$76,433.50

THIS ORDER IS SUBJECT TO HENRY SCHEIN DENTAL TERMS AND CONDITIONS AND ANY SUPPLEMENTAL TERMS AND CONDITIONS PROVIDED WITH PURCHASES HEREUNDER, AND THE PURCHASER AGREES TO BE BOUND THEREBY.
Payment Terms: Minimum 10% deposit to initiate order with balance to be paid on the delivery of equipment or, whichever occurs first.

X _____ Date _____ X _____ Date _____
Purchaser's Signature Sales Specialist

Prices are in effect until _____ Acceptance by Henry Schein Dental _____ Date _____



Challenges

Personnel- lack of a large applicant pool, part-time workers created scheduling changes and work hours

Skilled laborers- post flood, created longer wait-times to complete installation and finish work

Still creating Head Start policies and meeting with HS administration

HENRY SCHEIN®
DENTAL
 135 Duryea Road, Melville, New York 11747
 (800) 645-6594

QUOTE#

20160127114805480

Date: 10/10/2016	Acct No: 2966807	Install Date:
Field Sales Consultant: Randy Montgomery	Sales Specialist: James Kinney	Sales Specialist:
Installation Address: 59340 River West		
City: Plaquemine Southwest	State: LA	Zip: 70764
Phone: 2256502000	Fax:	
New Acct:	Existing Acct:	
Henry Schein Dental		
21399 Marion Lane, Suite D		
City: Mandeville	State: LA	Zip: 70471
Phone: (985)871-0001	Fax: 866-954-9465	

Bill To: Capitol City Family Health Cen
Address: 59340 River West
City: Plaquemine Southwest State: LA Zip: 70764
Deliver To: Capitol City Family Health Cen
Phone: 2256502000
Fax:
Email:

Qty	Manufacturer	Item Code	Description	Retail Price	Price	Total
1	MIDMAK	385-9941	L-R Chair/Unit/Asst Instr/Light	\$14,835.00	\$10,950.00	\$10,950.00
1	MIDMAK	386-6939	Aspesis 21 Chr Contrl Pad	\$319.00	\$240.00	\$240.00
1	MIDMAK	386-2124	DENTIST STOOL SILHOUETTE	\$830.00	\$545.00	\$545.00
Sterilization						
1	MIDMAK		9 ft Sterilization Center Cabinets	\$17,650.00	\$11,852.00	\$11,852.00
Digital Pan						
1	INSTRM	171-8435	OP30 Digital Pano X-Ray	\$34,565.00	\$25,827.00	\$25,827.00
Portable Intra Oral X-Ray Head						
1	ARIBEX	844-1818	NOMAD Pro2 60kV X-Ray WHT	\$7,995.00	\$6,439.00	\$6,439.00
1	DNTEQU	167-0156	Cavitron Plus w/Tap On	\$2,899.99	\$2,728.00	\$2,728.00
DNTEQU DEXIS						
1	DEXIS	135-9319	DEXIS Platinum Digital X-Ray Sensor	\$10,695.00	\$8,995.00	\$8,995.00
Mobile Cabinet for Hyg Room						
1	MCC	170-0514	Cabinet Mobile Alabama	\$599.99	\$523.00	\$523.00
Touch Pads for Asst Pkg (2 Existing & 1 New)						
3	MIDMAK	386-3456	Assts.Chr.Contrl Touchpad	\$325.11	\$212.00	\$636.00



Wrap Up

- **See the potential in your existing facilities**
- **Build upon already proven programming**
- **Be flexible and creative with staffing during the growth process**
- **Monitor what's working well and what's not**
- **Get constant feedback**
- **Look ahead**



OPEN HEALTH CARE CLINIC

Oral Health Expansion

Presented by

Traechel A. McCoy, MPH

Project Manager

Expanding Into Oral Health Services

- Prior to oral health expansion grant, we referred externally for dental services
- Awarded the HRSA Oral Health Grant on June 16th, 2016 for a two-year project period
- In July 2016, Dr. Stephen Brisco, Jr., DDS was hired as our Director of Dental Services
- **Opened for services on October 5th, 2016 at the One Stop site and December 19th, 2016 at the OHCC site!**



Dr. Stephen Brisco, Jr., DDS

What We Provide

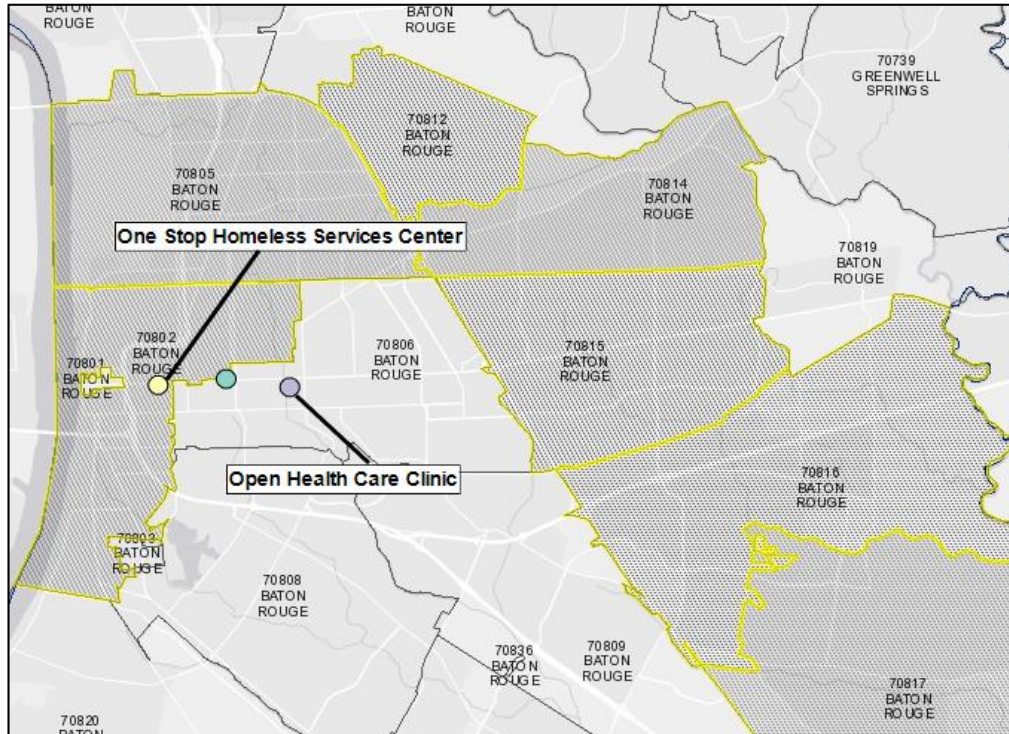
- Currently provide the following services:

- Dental Exams*
- Cleanings*
- Restorations/Fillings
- Extractions*
- Root Canals
- Crown and Bridge
- Partial Dentures

*One place is limited to these services



Our Service Areas

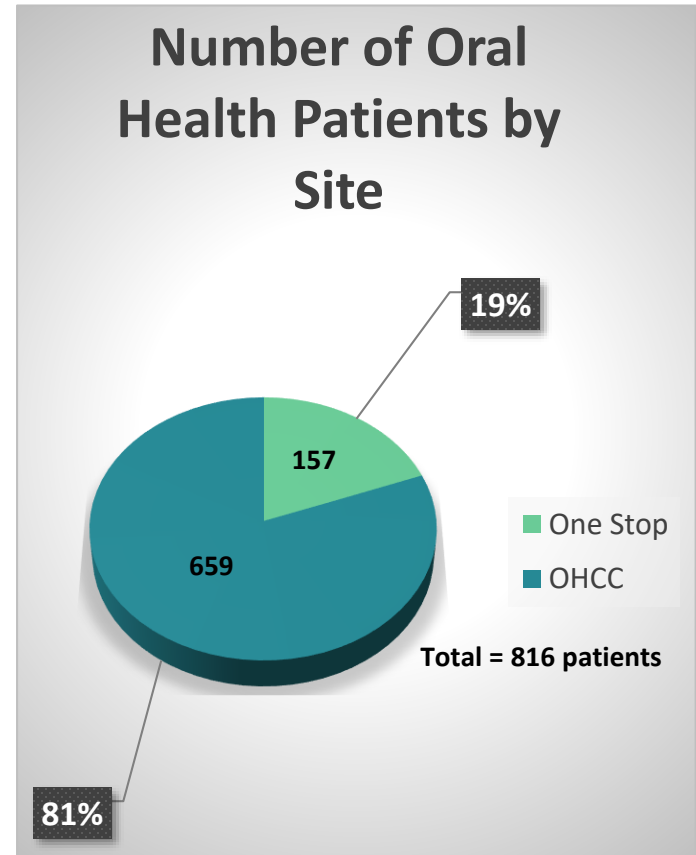


*Created with UDS Mapper

- Scope area of eight ZIP codes:
 - 70802, 70805, 70806
70812, 70814, 70815, 70816,
70817
- Open Health Care Clinic:
 - 3 exam rooms
 - 1 procedure room
 - Sterilization room
 - Lab room
 - Panorex room
- Capital Area Alliance: One Stop Homeless Services Center
 - 1 exam room w/ 2 chairs

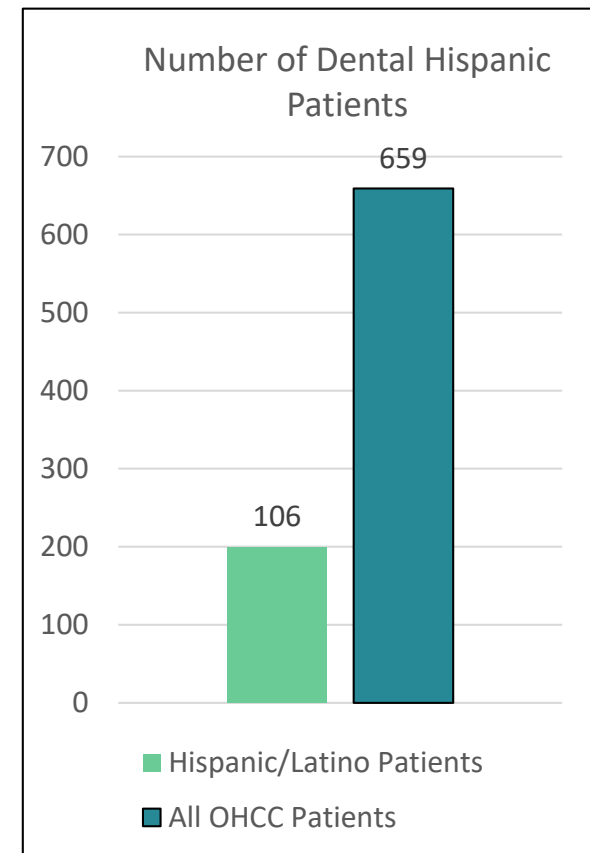
ACCOMPLISHMENTS

- Two operating sites: One Stop Homeless Services Center and Open Health Care Clinic
- Staffed with 1 dentist, 1 hygienist, and 2 dental assistants
- A total of **816** patients have received oral health services
- New patient appointments are scheduled out until December



Successes

- Surpassing target number of patients before December 2017
- Effective in-house referral system
- Providing oral health services to Ryan White patients
- Large uninsured Hispanic/Latinos population serviced
- Improving on PDSA treatment plan measure



Challenges

- Louisiana Great Flood of 2016
- Quality Measures
- Dental Sealants
- Fluoride Varnish
- Electronic Dental Record (EDR) System
- Dental Billing
- Walk-In/No Show Volume



Looking Ahead

- Interfacing EDR
- 4th exam room chair
- More staff members
- Exam room expansions
- Mobile dentistry/Teledentistry



THANK YOU!

