

**“No Longer Islands Unto Themselves”-
Innovative Health Centers Enhancing the
Public Health Infrastructure**

NOHC
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- No financial interest to disclose
- No off-label drug or product use to disclose
- Independent Review Board approved

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Native American Health Center (NAHC)
San Francisco and Oakland, CA, USA

Clinic Background:

- Urban I. H. S.
- Private Not-for-profit
- FQHC
- Community Health Center
- Consortium member
- Opened in 1972
- Ryan White Part C HIV+ dental services 1990s

Services Provided:

- Medical
- Dental
- Mental Health
- Youth Services
- Women-Infant-Child
- HIV+
- Nutrition/Wellness
- Admin svcs.

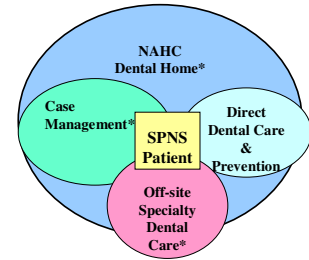


**“No Longer Islands Unto Ourselves”
Background at NAHC**

In 2006, NAHC was awarded a HRSA SPNS grant for an innovative demonstration project in HIV Oral Health.

SPNS= 5 year/\$2M grant

NAHC SPNS Model



**“No Longer Islands Unto Ourselves”
Win-Win Design with Partner Specialty Dentists**

Primary Dental Clinic Perspective:

1. Specialist care in completing complex cases, in patients with complex medical hx
2. Efficiency in our clinic operations
3. Efficient utilization of clinic/grant resources
4. Sustainability

Partner Specialty Dentist (PSD) Perspective:

1. Managed patient stream
2. Defined roles in patient care and FQHC
3. Ease of revenue collection



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Win-Win Design with Partner Specialty Dentists (PSD)**

Memorandum of Understanding with PSDs:

- Dental Case Management (DCM) of SPNS patients
- 40% less than UCR or fees
- No-show reimbursement included
- \$1500 honorarium per year to PSD
- 2 in-service teaching/mentoring experiences per year with NAHC dds/staff
- 7 partner specialty dentists within 4 mile radius

Dental Case Management¹:

Individualized client-centered support services linking primary dental care in a timely, coordinated manner utilizing s trained staff for a targeted population

¹ Adapted from www.nasw.org, www.bu.edu/hdwg/echo



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Resource Management**

Break-even (B/E) Analysis¹:

- Most dental treatment performed by Partner Specialist Dentists would B/E after **2.1 FQHC visits** at NAHC.
- Improvement of NAHC clinic operations for this grant by 22% if early referral of patient.

Data Collection Design/Mngt²:

- Quantitative data- clinic, performance, resource
- Qualitative data- patient, PSD, NAHC

¹UC Berkeley HAAS School of Business, McKinsey Consulting
²Harder and Company



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Resource Management**

PSDs: 7 Partner Specialty Dentists

- Oral Medicine- Dr. Caroline Shiboski
- Periodontist- Dr. John Mazza
- Oral Surgeon- Dr. Frank Chung
- Endodontist- Dr. Darren Machule
- Sedation- Dr. Frank Grimaldi
- Prosthodontist- Dr. Lily Sui
- TMD- Dr. Greg Goddard



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Cross-Pollination**

Collaboration with PSDs:

- Didactic seminars with CDE
- Hands-on case progression at NAHC
- Treatment observation at PSD offices
- Staff exchanges
- AEGD residency integration
- Dental school-private-public synergy



**“No Longer Islands Unto Ourselves”
Win-Win-Win Outcomes**

Results, 2007-2010:

- 60 patients referred over 4 years, 57 patients tx by PSDs
- 2% no-show rate at PSD office after consultation
- SPNS patients, regardless of PSD referral, have higher tx plan completion, utilization rates, preventative tx
- Equal patient satisfaction with treatment and perceived oral health status (OHIP-14) with PSDtx and NAHC-only tx
- Concordance amongst PSDs and their staff with highest satisfaction ratings with NAHC, SPNS patients, future involvement

The above associations between case management and clinical and health outcomes were found to be true with this study sample regardless of other influences such as substance use recovery status and time since HIV diagnosis.

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Partner Specialty Dentist Integration**

Next Steps:

- Advocacy- 4 walls, California landscape
- Policy- teledentistry
- Dental education- CDE, AEGD, pre-docs
- Program Innovation- grants, HIT



Acknowledgements

- | | |
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| Janice Kim, MPH | |

The patients and HOPE/SPNS participants at NAHC.



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