

# ER Referral - 2016 Update

Who What Why and How- an Overview

Dr. Jane Grover Director

Council on Access Prevention and Interprofessional  
Relations

# Who What Where Why

- Decreasing ER use dental patients saves \$
- Programs are in every state
- Hospitals/ Dental Offices/ Community Clinics
- Professional Satisfaction
- Promotes oral health in a community
- Creates Partnerships
- Enhances Private Practice

# Models Developed 2017

- “Pay It Forward “ Patient volunteerism
- Specialty Clinic
- Private Practice
- Academic Training Model
- Retainer (Contracting) Model
- Voucher (“Golden Ticket”) Model

# Why Do People Use the ER?



# Hospital Community Assessments



# Getting Started- ER Referral

- Discover local data- who feels that this is an issue? Who would like to help?
- What community partners also care about this issue? Do they have service personnel who hear from clients about this issue?
- What data can be shared- from the ER staff, from medical practitioners, from service agencies, from local dental offices?

# Patient Volunteer Model

- For Uninsured Adults; Volunteerism Contract
- Mandatory Oral Health Course
- Mandatory Social Acclimation Course
- Exam, Cleaning and X ray Initial Appointment
- Lab Fees Covered; No Shows Covered
- Transportation / Translation Covered
- Patients Volunteer 4 hours for q \$100 of Tx

# Seattle King County ER Referral Program

- Example of the “Specialty Clinic” Model
- Significant Number of Patients Seen- Significant Dollars Saved by Hospital
- 2011 85 patients seen
- 2013 1116 patients seen
- 2015 1538 patients seen



# First Dental Exam- 12 Months



# Retainer Model

- Contracting Between Oral Surgeons and a Hospital
- Can be Weekly or Monthly
- Sample Contracts Available
- Some Hospitals Have Evaluation Areas
- Some Hospitals Construct a Clinic In House

# Private Practice Model

- Hospital Reaches Out to Local Offices
- Private Practitioner Reached In to ER
- Appointment Software Makes it Happen
- Local Entity Coordinates Funding
- Communication is Essential
- Examples from Wisconsin, Iowa and South Carolina

# Academic Model

- Oral Surgeon Training Programs – Hospital Based
- GPR Training Programs
- Over 200 Examples Nationally
- Patients Referred Directly from the ER
- Dental Homes Obtained by Referral

# Voucher Model

- “Golden Ticket” or Designated Voucher
- Community Relationship between Hospital ER and Community Health Center
- Highlighted programs throughout the country link visionary hospital CEO with health center Dental Director
- Vouchers are numbered and tracked with hospital ERs grateful for dental “partner”

# Overall Steps To Follow

- Assess the Community Needs
- Determine Shared Concerns
- Ask ER for Data and Input
- Discover Community Partners
- Meet with Local Dentists
- Discuss with Oral Surgeon (s)
- Determine Process- Start Small- Evaluate

# Thank You

