

Oral Health Networks: Integrating Ongoing Care for the Underserved

Presented by the Northern Nevada Dental Society, the Northern Nevada Dental Health Program, & Saint Mary's Regional Medical Center

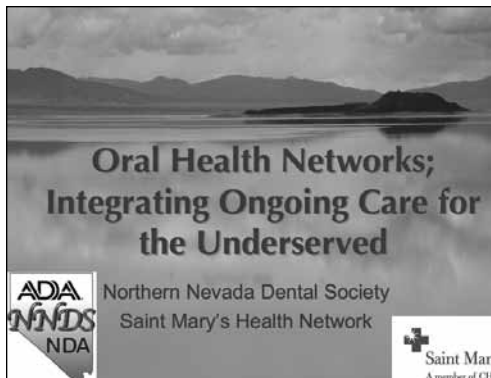
The Northern Nevada Dental Health Program is a private, non-profit 501(c)(3) organization that coordinates pro-bono dental care for uninsured children in northern Nevada and for those with Medicaid and SCHIP. What began in 1984 with a handful of dental providers became an integrated continuum of care for children through the efforts of the Northern & Northeastern Nevada Dental Societies and Saint Mary's.

As a Medicaid/SCHIP group provider in a "practice without walls" design, our focus is on providing dental care and a dental home to our eligible youth. Our program as an oral health network provides preventive and comprehensive children's oral health care with year round services in private practitioner's offices, a school-based dental sealant program, mobile dental restorative care, outpatient oral surgery/hospital dentistry, Saint Mary's WIC and Saint Mary's community medical clinics.

With an emphasis on strong case management and program integration, we collect data which provides statistics and outcomes to multiple stakeholders including our pro-bono providers, network partners and legislators. This effort is sustained not only by the commitment of the dental community and Medicaid/SCHIP reimbursement, but also by fund raising which includes grant development and cultivation of individual donors.

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Oral Health Networks; Integrating Ongoing Care for the Underserved

Northern Nevada Dental Society
Saint Mary's Health Network

ADA
NND
NDA

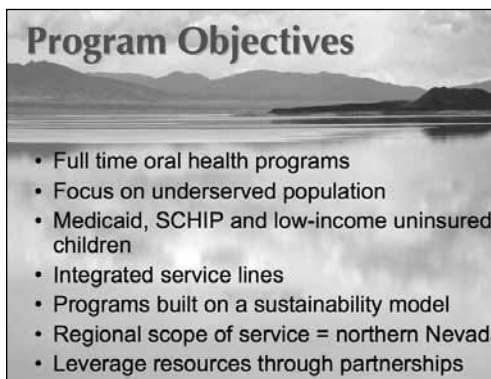
Saint Mary's
A member of CH



Lori Benvin, Executive Director,
Northern Nevada Dental Society

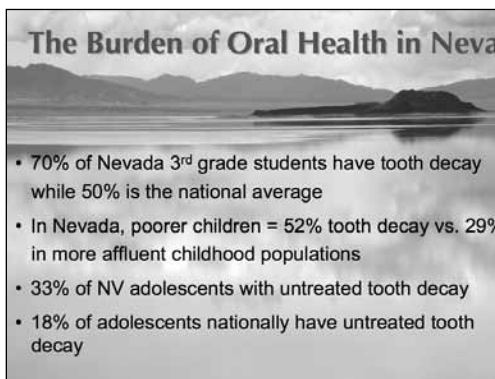
Michael Johnson, Vice President,
Saint Mary's Health Network

Alicia Valle, Coordinator,
Saint Mary's Health Network



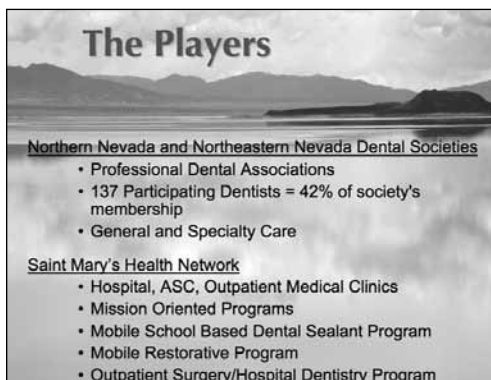
Program Objectives

- Full time oral health programs
- Focus on underserved population
- Medicaid, SCHIP and low-income uninsured children
- Integrated service lines
- Programs built on a sustainability model
- Regional scope of service = northern Nevada
- Leverage resources through partnerships



The Burden of Oral Health in Nevada

- 70% of Nevada 3rd grade students have tooth decay while 50% is the national average
- In Nevada, poorer children = 52% tooth decay vs. 29% in more affluent childhood populations
- 33% of NV adolescents with untreated tooth decay
- 18% of adolescents nationally have untreated tooth decay



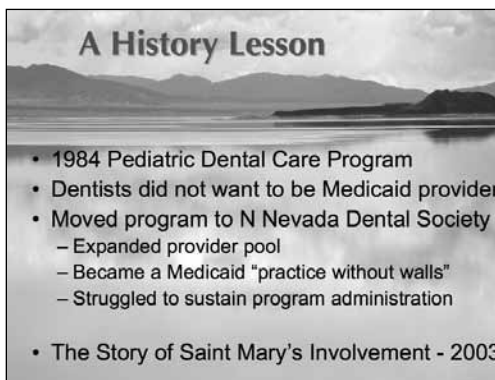
The Players

Northern Nevada and Northeastern Nevada Dental Societies

- Professional Dental Associations
- 137 Participating Dentists = 42% of society's membership
- General and Specialty Care

Saint Mary's Health Network

- Hospital, ASC, Outpatient Medical Clinics
- Mission Oriented Programs
- Mobile School Based Dental Sealant Program
- Mobile Restorative Program
- Outpatient Surgery/Hospital Dentistry Program



A History Lesson

- 1984 Pediatric Dental Care Program
- Dentists did not want to be Medicaid provider
- Moved program to N Nevada Dental Society
 - Expanded provider pool
 - Became a Medicaid "practice without walls"
 - Struggled to sustain program administration
- The Story of Saint Mary's Involvement - 2003

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Northern Nevada Dental Health Program Today

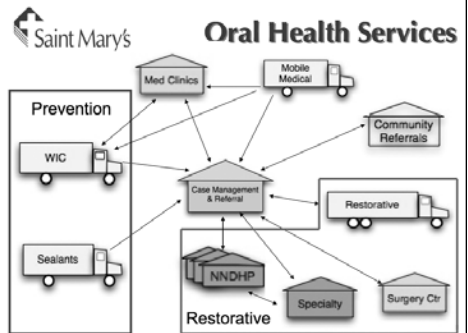
- Dental Home model
- Uninsured, low-income = annual access fee
- Medicaid & SCHIP group provider since 2002
- GKAS one day events & year around service
- 137 dentists including all specialty areas
- Culturally sensitive case navigation services
- Medicaid and SCHIP enrollment services

Roles

- **NNDS & NENDS**
 - Providers of Care in their Offices
 - Advisory Board Members
 - Fund Raising - Golf, Grants, Donors
 - Recruitment and Retention of Providers
- **Saint Mary's**
 - Administration of Program Operations
 - Employer of Staff
 - 501c3 for Donor Funds

Saint Mary's Programs

- School Based Dental Sealant Program
- Mobile Restorative Program
- Oral Surgery - Hospital Program
- WIC (Women Infants and Children)
- Kids to Senior Korner Program
- Community Medical Clinics



Case Management & Referral

- **Incoming Referrals**
 - Community Referrals
 - School nurses
 - Social service programs
 - Saint Mary's programs
 - Sealant programs
 - WIC
 - Mobile Medical
 - Medical Clinics

Case Management & Referral

- **Outgoing Referrals**
 - NNDHP General Practice Dentists
 - NNDHP Specialty Dentists
 - Outpatient Surgery at Saint Mary's
 - Medical Clinic - pre surgical
 - Restorative Program

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Data Management

- All Patient Records are Electronic
 - Several systems used (demographic & clinical)
 - Data is integrated as possible
- Data is Network Based
- Data is Maintained by “Case Management”

Lessons Learned - Challenges

- Medicaid blessing/Medicaid curse
- Managed Medicaid, even more so....
- Keep administration costs low
- Managing “no-shows”
- Qualifying patients & the “Escalade Syndrome”
- Case Coordination requires “off hours”
- Difficulty moving to preventive focus
- Importance of maintaining networks

Lessons Learned - Challenges

- Importance of provider recognition- peer based
 - Awards
 - Notoriety
 - Involvement
- Keep focus on “taking care of the children”
- Keep and use data
- Continuing education credits as incentive
- Build connections - networking

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