



**March 9<sup>th</sup>, 2017**

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# Jordan Valley Community Health Center

Our mission: Improve the health of our community by providing high quality, accessible medical, dental and behavioral health services to Springfield and the surrounding community.

- Doors opened in January of 2003 in Springfield, MO
- Springfield (2 locations), Marshfield, Hollister, Republic, Forsyth, and Lebanon
- Federally Qualified Health Center

## What is an Federally Qualified Health Facility (FQHC)?

- We are a “safety net” provider for the community
- Serve a medically underserved area or population
- Offer a sliding fee scale
- Provide comprehensive services
- Have an ongoing quality assurance program
- Governed by a community board of directors

## Why does this Benefit our Patients?

- Enhanced reimbursement from Medicare and Medicaid
- Drug pricing discounts under the 340B program
- Access to Vaccines for Children program
- Patient Advocates

	Calendar Year 2003	Calendar Year 2017	Increase
Total Users	3,619	52,118	48,499
Total Encounters	13,232	158,216	144,984
Total Staff	16.32	331.82	315.5
<i>Of those that report:</i> 101 - 200% of the FPL		25.4%	
100% or below the FPL		70.1%	

## Insurance Demographics of JVCHC

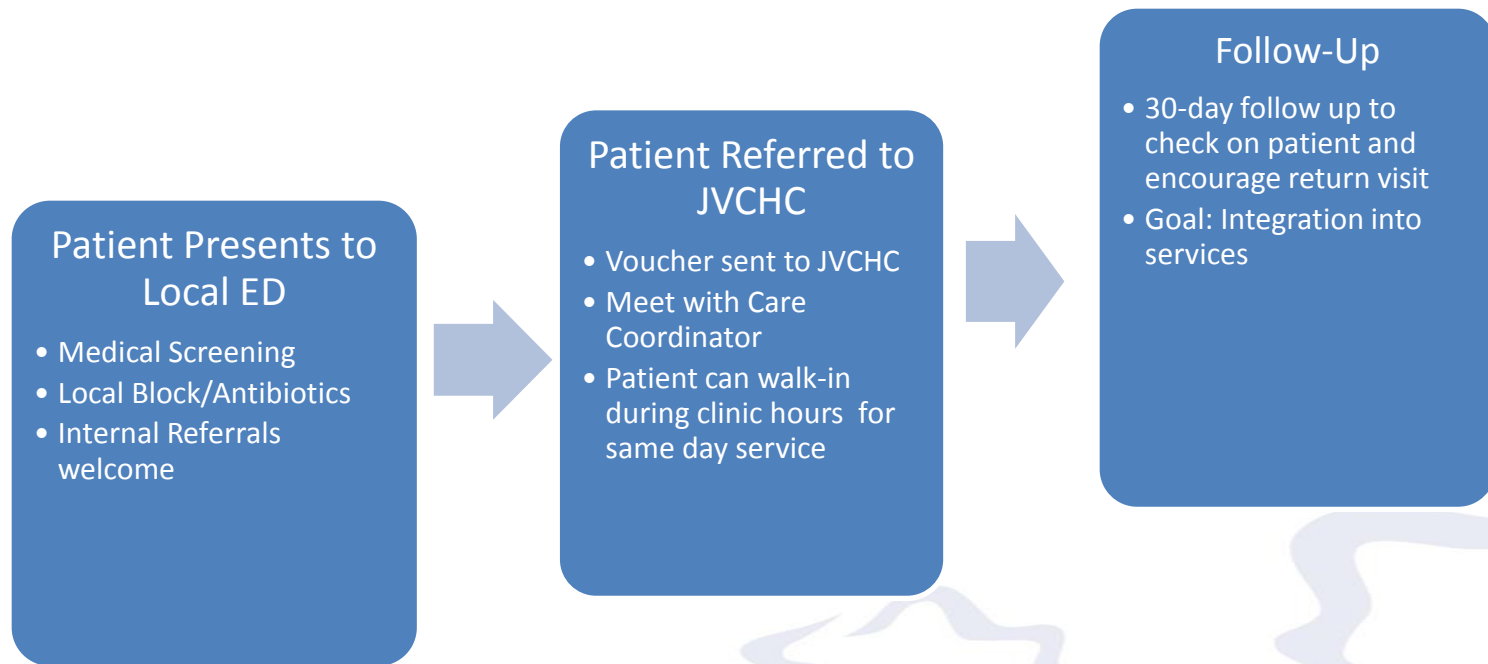
• **Medical** – 52% Medicaid, 21% commercial insurance, 19% self-pay/slide, 8% Medicare

• **Dental** - 88% Medicaid, 8% self-pay/slide, 4% commercial insurance



# Delivery Model

## ER Diversion Voucher Program





# Scope of Care

- The ER Diversion Program covers a limited exam with X-ray and extraction, if indicated. The cost is \$25.00.
- Participants are encouraged to establish as a patient of record.
- Participants are educated on JVC's other services: medical, behavioral health, OBGYN, optometry.

## DENTAL ER DIVERSION PROGRAM

November 2<sup>nd</sup> 2015-January 31<sup>st</sup> 2017

- JVC received 3,233 referrals to the ER Diversion Program
- 1,557 of these individuals came to JVC for care
- 1,676 referrals went unused
- As of January 31<sup>st</sup>, 2017, 3,107 teeth have been extracted, totaling expenditures of \$482,718





## CoxHealth Systems

CoxHealth has referred a total of 1,276 patients that have come to JVCHC for care

Cox South: 265

Cox North: 964

Cox Other: 47





# Mercy Hospital

Mercy has referred a total of 288 patients who have come to JVCHC for care

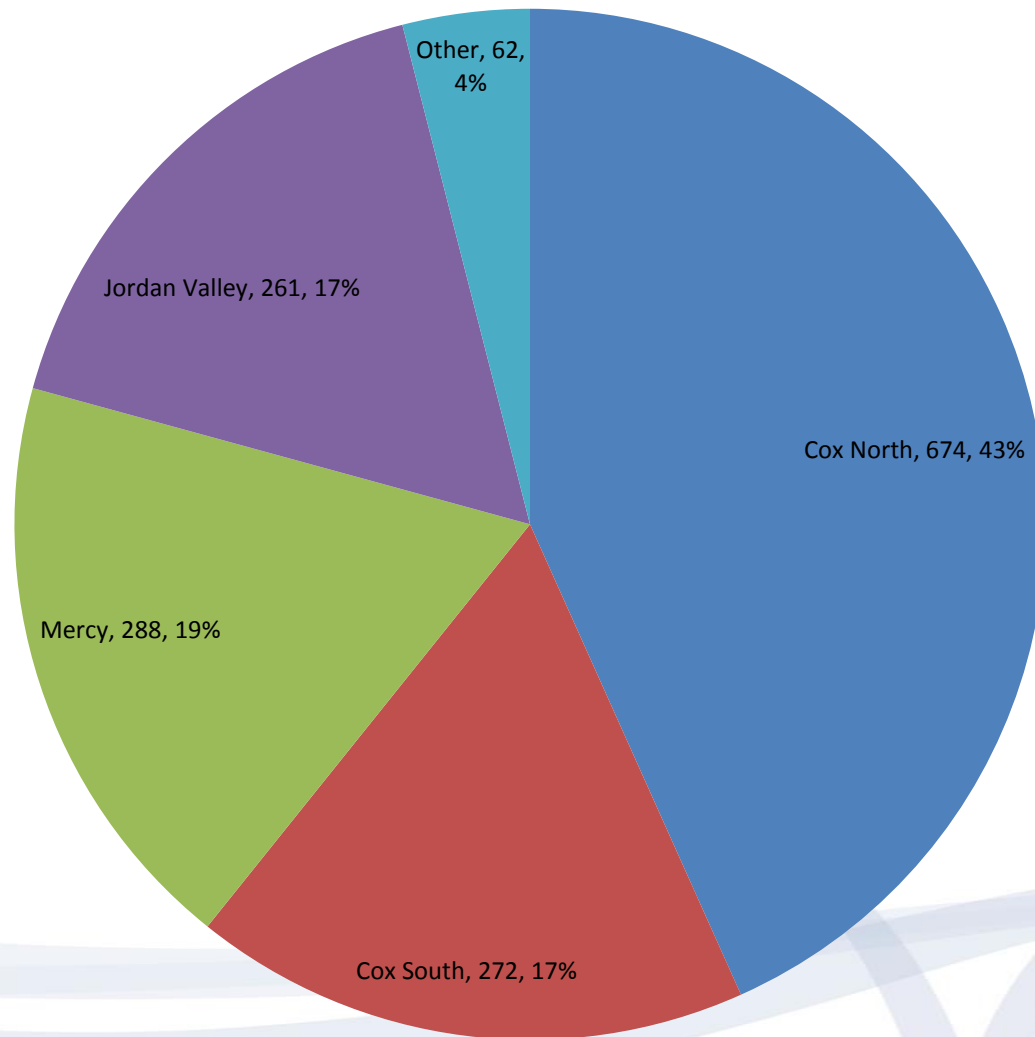
Mercy Springfield: 262

Mercy Other: 26



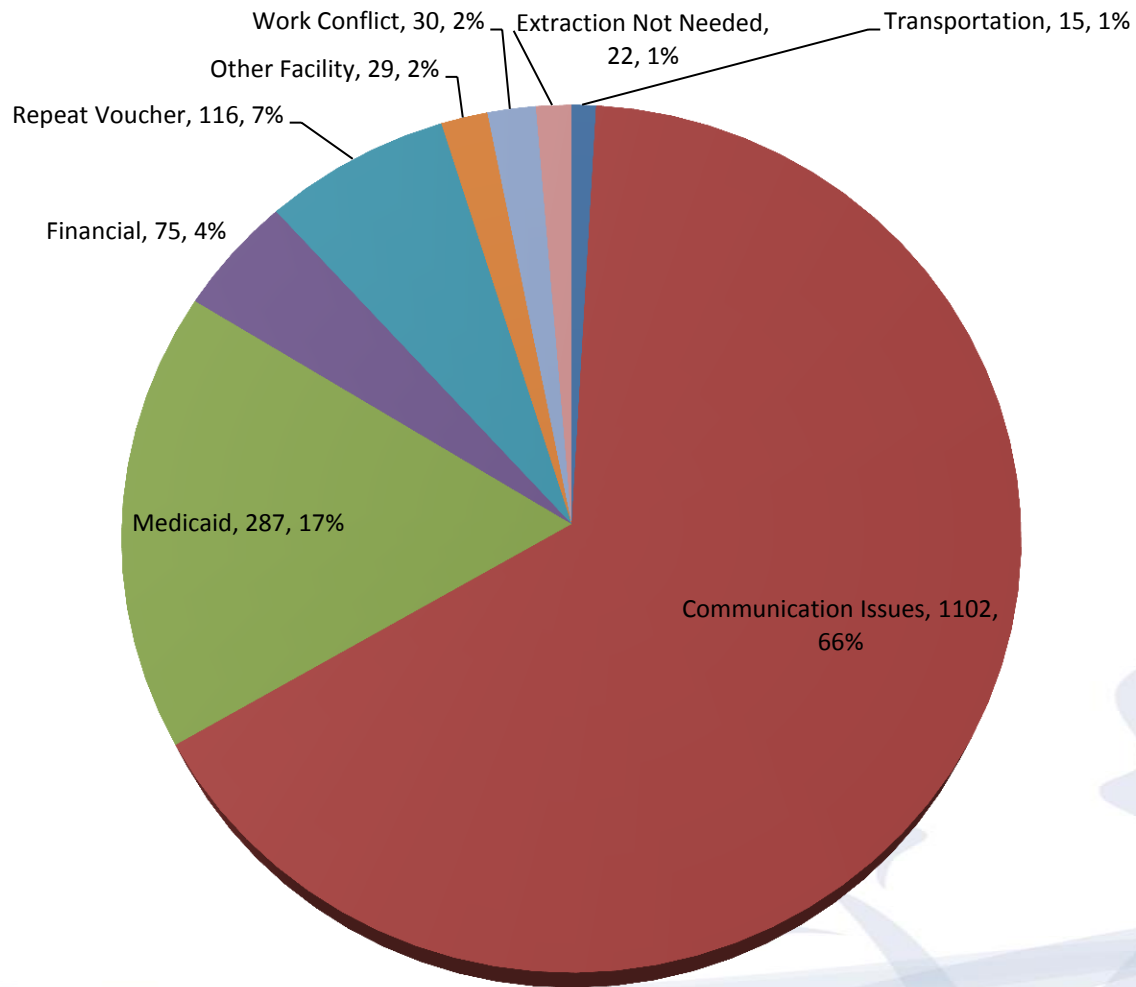


## Referral Source for Patients Seen





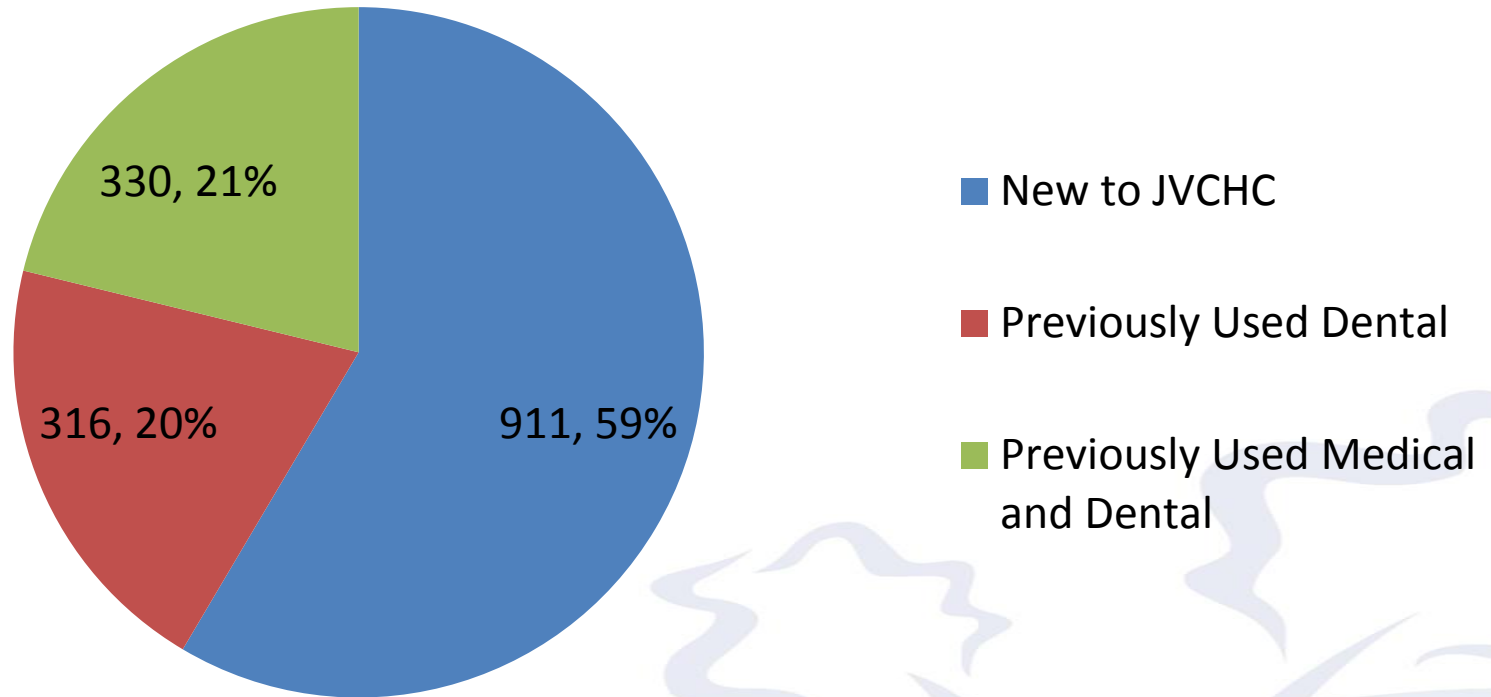
# Unused Vouchers: Why?





# Status of Patients

Status of Patient



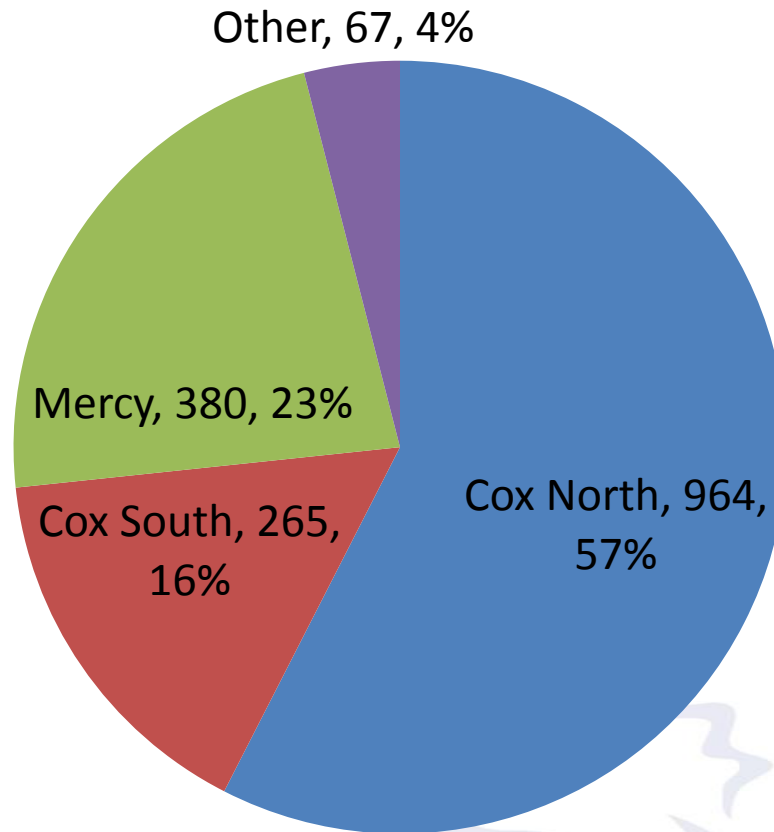


# New Patient Integration

- Of the 1,557 patients seen at JVCHC for ER Diversion program, 907 were completely new to the organization.
- Of these 907, 82 patients came back for some sort of follow-up visit: dental, medical, behavioral health.
- We have also connected patients to the following resources:
  - WIC
  - Affordable Housing
  - Domestic Abuse Shelters
  - Homeless Shelters
  - Care to Give Information
  - Free Pregnancy testing
  - Food Stamps
  - Medicaid Assistance
  - Sliding Scale Information



# Unused Referral Sources





# Community Impact

- Cox Emergency Departments report a decrease in primary and secondary complaints related to dental pain after the first year of the ER Diversion Grant.
- The Emergency Departments at Cox saw a decrease from 234 visits in December of 2015 to 189 visits in December of 2016.

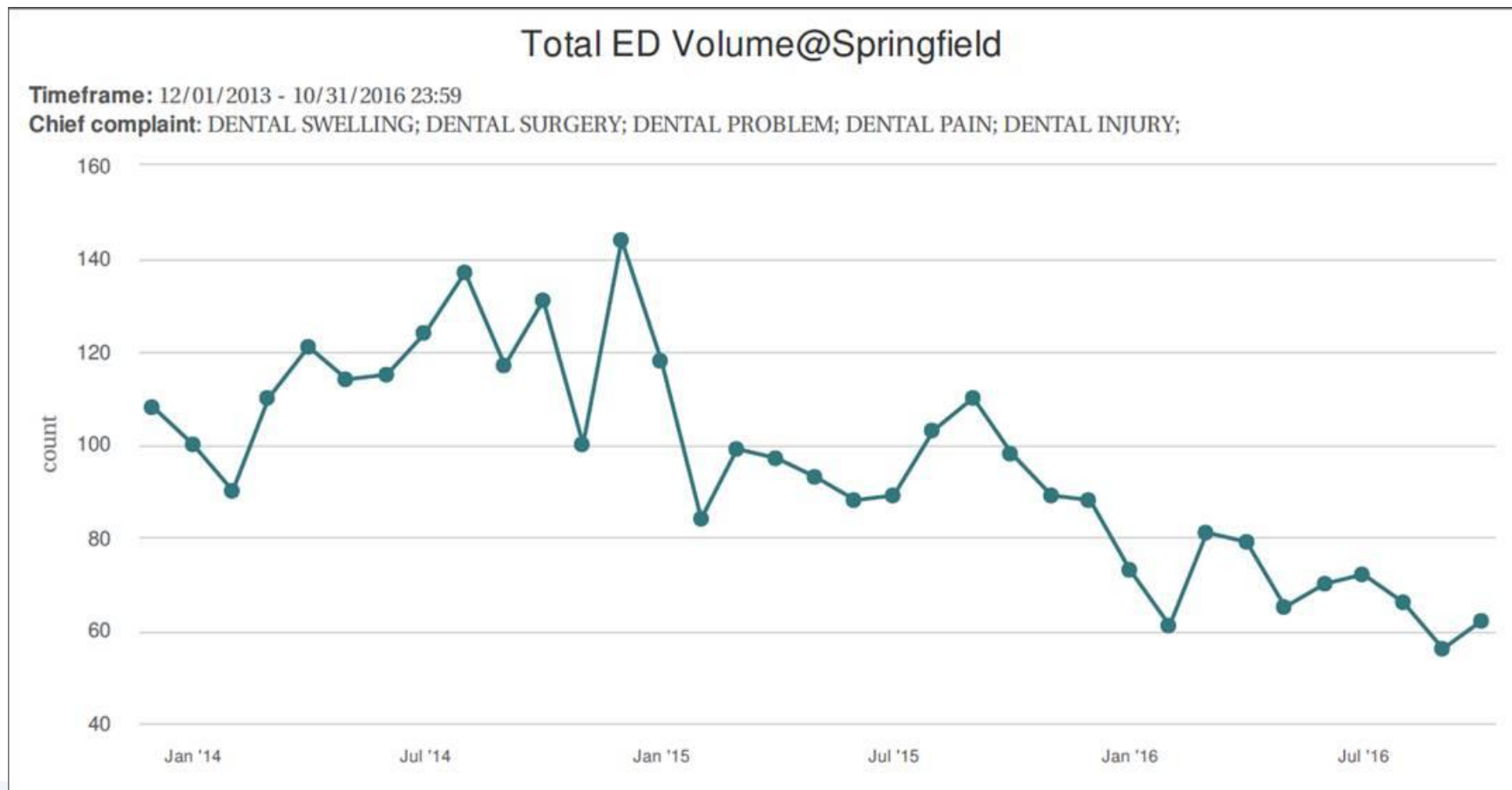
North	Dental Patients	Total Volume	Total Volume %
2014	2345	39305	6.0%
2015	1964	41690	4.7%
2016	1651	41572	4.0%

South	Dental Patients	Total Volume	Total Volume %
2014	855	73213	1.2%
2015	849	75157	1.1%
2016	737	75072	1.0%





Mercy has also seen a decline in ED visits related to dental pain





# JVCHC Dental Urgent Care

- Monday-Friday 8:00p.m.-5:00p.m, Saturday 8:00a.m.-12:00p.m.
- No appointment necessary, walk-ins welcome
- Total Volume of Urgent Care from November 2014-November 2015: 7,653
- Total Volume of Urgent Care from November 2015-November 2016: 10,239



# Funding Sources

- The ER Diversion Program is funded through the Missouri Foundation for Health
- Three-year grant
- Grant covers direct expenses: dental services, supplies, staff, and equipment.





# Challenges and Lessons Learned

- Adult Dental Medicaid Benefits, May 1<sup>st</sup> 2016
- Mutually Beneficial Collaboration
- The Right Level of Care at the Right Cost
- Information Sharing among Referral Sources
- Communication Issues





# Tools for Success

- Provider/ED Leadership Buy In
- Financial Support from MFH
- Sustainability
- Care Coordination

