March 9th, 2017

Dr. Nick Pfannenstiel
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 Heath 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
<table>
<thead>
<tr>
<th></th>
<th>Calendar Year 2003</th>
<th>Calendar Year 2017</th>
<th>Increase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Users</td>
<td>3,619</td>
<td>52,118</td>
<td>48,499</td>
</tr>
<tr>
<td>Total Encounters</td>
<td>13,232</td>
<td>158,216</td>
<td>144,984</td>
</tr>
<tr>
<td>Total Staff</td>
<td>16.32</td>
<td>331.82</td>
<td>315.5</td>
</tr>
<tr>
<td>Of those that report:</td>
<td></td>
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<tr>
<td>101 - 200% of the FPL</td>
<td></td>
<td>25.4%</td>
<td></td>
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<tr>
<td>100% or below the FPL</td>
<td></td>
<td>70.1%</td>
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</table>
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

Patient Presents to Local ED
• Medical Screening
• Local Block/Antibiotics
• Internal Referrals welcome

Patient Referred to JVCHC
• Voucher sent to JVCHC
• Meet with Care Coordinator
• Patient can walk-in during clinic hours for same day service

Follow-Up
• 30-day follow up to check on patient and encourage return visit
• Goal: Integration into services
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\textsuperscript{nd} 2015-January 31\textsuperscript{st} 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\textsuperscript{st}, 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
Unused Vouchers: Why?

- Communication Issues, 1102, 66%
- Medicaid, 287, 17%
- Financial, 75, 4%
- Repeat Voucher, 116, 7%
- Other Facility, 29, 2%
- Work Conflict, 30, 2%
- Transportation, 15, 1%
- Extraction Not Needed, 22, 1%
- Other, 22, 1%
Status of Patients

Status of Patient

- New to JVCHC: 911, 59%
- Previously Used Dental: 316, 20%
- Previously Used Medical and Dental: 330, 21%
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

- Cox North, 964, 57%
- Mercy, 380, 23%
- Cox South, 265, 16%
- Other, 67, 4%
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.

<table>
<thead>
<tr>
<th>North</th>
<th>Dental Patients</th>
<th>Total Volume</th>
<th>Total Volume %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>2345</td>
<td>39305</td>
<td>6.0%</td>
</tr>
<tr>
<td>2015</td>
<td>1964</td>
<td>41690</td>
<td>4.7%</td>
</tr>
<tr>
<td>2016</td>
<td>1651</td>
<td>41572</td>
<td>4.0%</td>
</tr>
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<table>
<thead>
<tr>
<th>South</th>
<th>Dental Patients</th>
<th>Total Volume</th>
<th>Total Volume %</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>855</td>
<td>73213</td>
<td>1.2%</td>
</tr>
<tr>
<td>2015</td>
<td>849</td>
<td>75157</td>
<td>1.1%</td>
</tr>
<tr>
<td>2016</td>
<td>737</td>
<td>75072</td>
<td>1.0%</td>
</tr>
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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 1st 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