




JORDAN VALLEY
COMMUNITY HEALTH CENTER

Engaging for Oral Health

COMMUNITY HEALTH WORKS MAKE
THE CONNECTION

WHAT IS A COMMUNITY HEALTH CENTER?

Key Characteristics of Health Centers

- Not-for-profit (Public or Private)
- Provide a comprehensive scope of services
- Located in or serve a high need community - medically underserved areas
- Govern with community involvement (Board of Directors)
- Welcome patients of any socioeconomic status



OUR CHW PROGRAM

- **Our CHW program has existed for about 4½ years and has grown to over 30 CHWs.**
 - The program began in Family Practice then gradually spread to Women's Health, Pediatrics and Dental.
 - Jordan Valley focuses on an integrative approach to healthcare. We work to connect patients with all departments but there is a benefit to having department specific CHWs.
- **Dental was granted department specific CHWs in the summer of 2019.**
 - In 2019 there were 13,255 unique CHW encounters and 2,635 of those patients were seen in our dental department.

OUR CHW PROGRAM

- **Benefits of department specific CHWs:**
 - Better understanding of department processes.
 - Ability to support department specific goals.
 - Staff familiarity with individual CHWs and their role.
 - Flexibility to adjust our responsibilities to meet the needs of the department.



NEED FOR CHW SUPPORT IN DENTAL

- It is estimated that only 1/3rd of the children covered under Medicaid in the state of Missouri utilize their dental benefit.
- Only 14% of our children seen on our mobile unit programs have been seen in any of our clinics.
- Children with poor oral health are three times more likely to miss school due to pain.
- 44% of U.S. children will have at least 1 cavity by kindergarten.



CHW ROLE: ACCESS TO DENTAL SERVICES

Mobile Units

- Coordinating preventative and restorative services on site.
 - Improves school attendance rates.
 - Accommodates parental schedules.
- Communication between schools & clinics.

Referrals

- Utilized to connect patients to appropriate services.
- Referral sources
 - Medical & Dental Providers
 - Nurses
 - Dental Assistants
 - Care Coordinators



CHW ROLE: ACCESS TO DENTAL SERVICES

Outreach

- Children overdue for services.
- Assistance contacting families. (home visits, phone outreach, letters)
- Cox Northside Pediatrics
 - Warm hand off in clinic
 - Allows to assess for other needs (PRAPARE)
- School based CHWs
 - Communication and referrals direct from school nurses

Coordination

- Knowledge of child's history.
- Consistent family contact builds rapport and history.
- Coordinate between JV and families.
- Completing appropriate forms prior to appointments
- Medicaid
 - Applying and follow up
 - Education

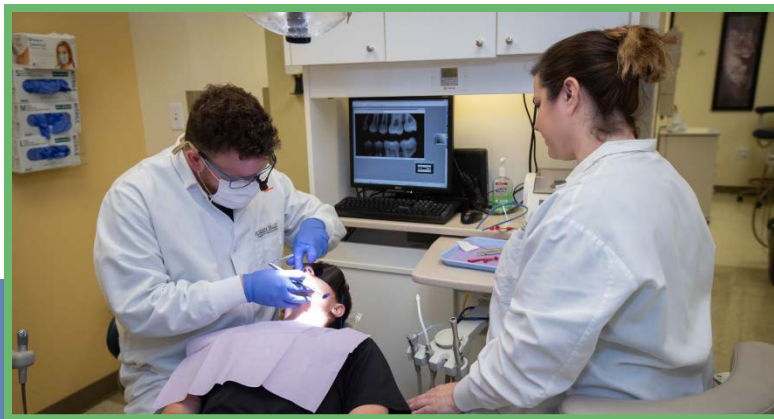
CHW ROLE: ACCESS TO DENTAL SERVICES

High Risk Families

- Completing PRAPAREs
 - Assessing overall barriers to care
- Healthcare navigation
 - Connecting to all care Medical, Dental, Vision services.
- Connecting to community resources.

Oral Surgery

- Pre-op assistance
 - Education
 - Providing Pre-op, Post-op supplies
- Transportation
 - Meeting the patient and assisting them to appointments.
- Provide car seats



CONNECTING TO RESOURCES

➤ Medicaid

- Example: Hollister clinic had two students going to the nurse daily for Tylenol due to an oral infection. Parents had been trying to get Medicaid but ran into barriers. Parents were connected to a CHW. Children have Medicaid and have since been treated.
- Educating school staff as to how families can access Medicaid.

➤ Community Resources

- Knowledge of local resources and referral processes to reduce duplication of services.
- CHW Team approach for suggestions



CONNECTING TO RESOURCES

➤ Transportation

- Education on how to use Medicaid transportation. Can assist with setting this up.
- Bus passes
- Uber Health
- Transporting patients



LESSONS LEARNED

- **We've tried several methods of outreach:**
 - Meeting the patient where the need is identified has been the most promising.
 - Homes
 - Schools
 - Community outreach events
- **Partnering agencies need to have as much buy-in as you have; they have to be active participants.**
 - Identify the benefit that the other agency will get.
 - For schools, increased school attendance through onsite visits.
- **Flexibility to meet patient and community needs as they change.**



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Lacey Martens, CHW
Joy Weis, Senior Manager of Special Projects

440 E Tampa St. | Springfield, MO | 417-831-0150