




Christ Community
HEALTH SERVICES
HEALING WITH SOUL

Christ Community Health Services



Dr. Thompson – Dentist
Alisa Wesley – Dental Outreach Manager




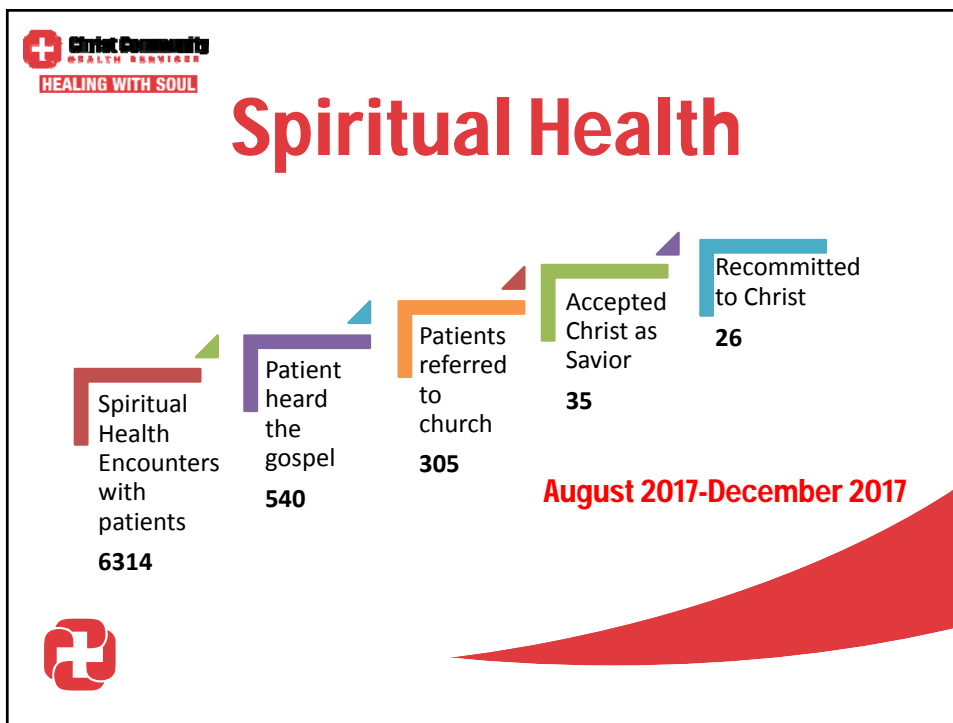
Christ Community
HEALTH SERVICES
HEALING WITH SOUL

Provide high quality healthcare to the underserved in the context of distinctively Christian service. We recognize that Jesus Christ is the true healer of individuals and their communities and the source of our ability to serve.

Glorify God and expand His kingdom among underserved and unreached people.

Mission & Vision





Spiritual Health

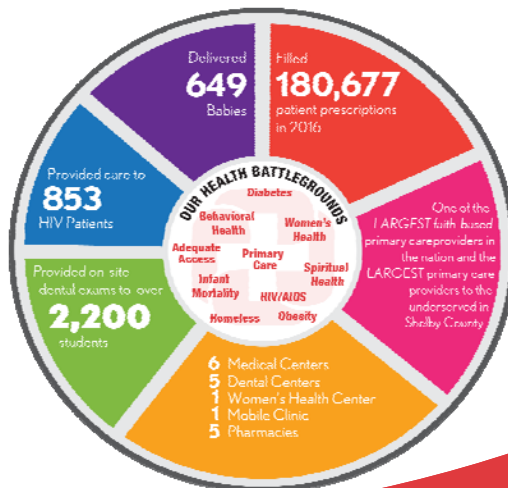


Therefore, there is now no condemnation for those who are in Christ Jesus, because through Christ Jesus the law of the Spirit who gives life has set you free from the law of sin and death.

- Romans 8:1-4



CCHS IMPACT



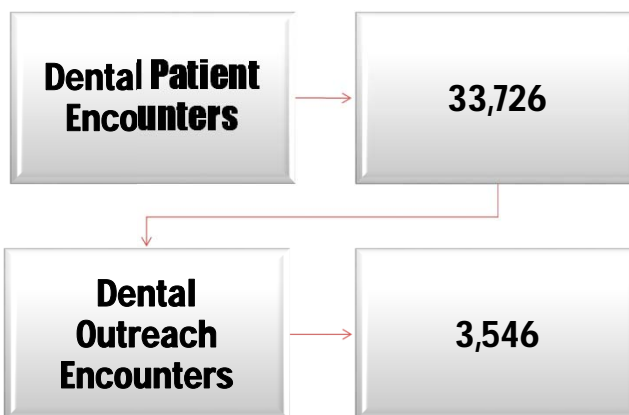
CCHS DENTAL OVERVIEW



- 5 Dental Clinics
- Outreach Department
- [+] Residency Program
- 11 Dentists
- 3 Dental Residents



DENTAL IMPACT



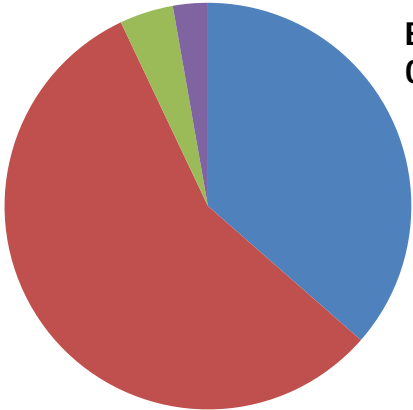
DENTAL OUTREACH



How did we get started?



DENTAL OUTREACH IMPACT



Encounters = 3731
Outreach Sites = 76

- Exams
- Cleanings and FI
- Sealants
- Fillings



DENTAL OUTREACH TEAM

RDA w/Coronal Polishing (2)

Registration Rep. (2)

Dental Hygienist (1)

Dental Outreach Manager



DENTAL OUTREACH WORKFLOW

PAPERWORK

SITE VISIT

RESULTS

6 MONTH
RECALL



DENTAL OUTREACH EQUIPMENT



Obtaining Consent



School Dental Health Program Consent Form

Dear Parent or Guardian: Porter-Leath has contracted with Christ Community Health Services (CCHS) to provide dental services to your child. The dental providers will visit your child's school to provide a dental exam, x-rays, cleaning, fluoride treatment, sealants, and simple restorative care to your child. Please indicate whether you want your child to participate by selecting the appropriate box below. ****This program is not free. If your child has dental insurance, your insurance will be billed to cover the cost of the services provided.**

YES, I want my child to receive the above mentioned dental services from the dental provider. (Please fill out the entire form and sign at the bottom.)

NO, I do not want my child to receive dental services from the dental provider. (Only fill out child's name and sign at the bottom.)

Patient (Child) Information

Last name		First Name		Middle Name	School Name
Date of Birth	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female		Social Security Number		
Full Address		City	State	Zip Code	
Home Phone		Cell Phone		Email Address	
What is your race? <input type="checkbox"/> Asian <input type="checkbox"/> Native American <input type="checkbox"/> Other Pacific Islander <input type="checkbox"/> Black/African American <input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> White <input type="checkbox"/> More than one race <input type="checkbox"/> Other			What is your Ethnicity? <input type="checkbox"/> Hispanic/Latino <input type="checkbox"/> Not Hispanic/Latino		What is your primary language? <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Other _____

Obtaining Consent

Insurance Information					
Does your child have TennCare? <input type="checkbox"/> Yes <input type="checkbox"/> No			Does your child have other Dental Insurance? <input type="checkbox"/> Yes <input type="checkbox"/> No		
Subscriber Name	Subscriber Date of Birth	Subscriber Employer	Dental Insurance Name		
Subscriber ID	Subscriber Social Security Number		Relationship to Patient		
Medical History					
Condition	Y	N	Condition	Y	N
Heart Condition/Heart Murmur			Bleeding Problems/Bleeding Disorder		
Asthma			Sickle Cell Trait/Anemia		
Seizures			Diabetes		
Please explain any "YES" answers:					
Are there any medical problems not listed? Please explain:					
Are there any allergies to food, medications, or latex?					
Please list any current medications:					

I authorize the Achievement School District to release, obtain, and exchange information with CCHS in an effort to best serve my child's dental needs.

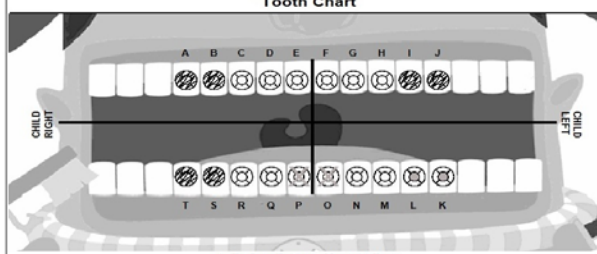
Signature of Parent/Guardian _____ Date _____

- Third Street Dental Center**
 3362 S. Third St.
 Memphis, TN 38109
 (901) 701-2710
- Broad Avenue Dental Center**
 2953 Broad Ave.
 Memphis, TN 38112
 (901) 701-2720
- Hickory Hill Dental Center**
 5366 Mendenhall Mall
 Memphis, TN 38115
 (901) 701-2730
- Frayser Dental Center**
 969 Frayser Blvd.
 Memphis, TN 38127
 (901) 701-2740
- Raleigh Dental Center**
 3481 Austin Peay
 Memphis, TN 38128
 (901) 701-2770

Child Health Record (CHR)

AreAuna Test Outreach Location: Christ Community Health Services
 DOB: 04/03/2011 Chart: 226548

Tooth Chart



A - T - Baby Teeth | 1 - 32 - Adult Teeth

Normal
 Adult Tooth Coming In
 Missing
 Watch for Decay
 Decay Present
 Surface(s) with Completed Treatment

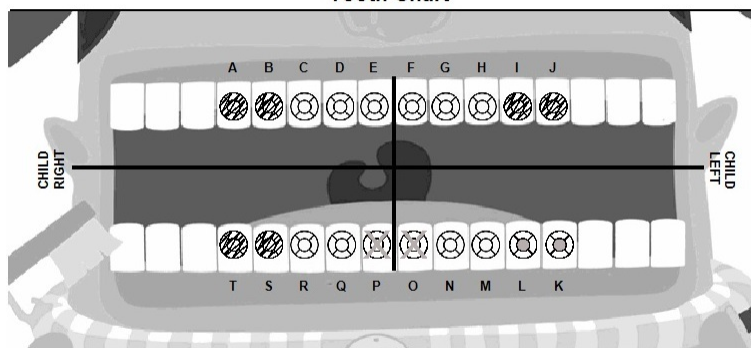
Date	Tooth	Code	Description	Provider
09/17/2018		D0100	Dental exam of the mouth to determine needed treatment. Examen dental de la boca para determinar el tratamiento necesario.	Kelsey Thompson, DDS
09/17/2018		D1100	Cleaning of a child's teeth to help prevent disease. Limpieza de niño/niña para evitar enfermedad.	Kelsey Thompson, DDS
09/17/2018		D1206	Fluoride varnish applied to all teeth to prevent decay. Barniz de fluoruro aplicado a todos los dientes para evitar caries.	Kelsey Thompson, DDS
09/17/2018		D1330	Home care instructions such as brushing, flossing and proper nutrition. Instrucción para el hogar, como cepillarse los dientes y nutrición adecuada.	Kelsey Thompson, DDS
09/17/2018		H9C05	FALLA: Patient needs immediate care. FALLA: El paciente necesita atención inmediata.	Kelsey Thompson, DDS

Tooth	Code	Description	Provider
A	D3220	Removal of a portion of the main nerve area to relieve pain. Eliminar parte de la area nervosa principal para aliviar dolor.	Kelsey Thompson, DDS
B	D3220	Removal of a portion of the main nerve area to relieve pain. Eliminar parte de la area nervosa principal para aliviar dolor.	Kelsey Thompson, DDS
I	D3220	Removal of a portion of the main nerve area to relieve pain. Eliminar parte de la area nervosa principal para aliviar dolor.	Kelsey Thompson, DDS

Outreach Results

AreAuna Test **Outreach Location:** Christ Community Health Services
DOB: 04/03/2011 **Chart:** 226548

Tooth Chart



A - T ~ Baby Teeth | 1 - 32 ~ Adult Teeth

- Normal
- Adult Tooth Coming In
- Missing
- Watch for Decay
- Decay Present
- Surface(s) with Completed Treatment



Outreach Results

Completed Treatment

Date	Tooth	Code	Description	Provider
09/17/2018		D0150	Dental exam of the mouth to determine needed treatment. Examen dental de la boca para determinar el tratamiento necesario.	Kelsey Thompson, DDS
09/17/2018		D1120	Cleaning of a child's teeth to help prevent disease. Limpieza de niño/niña para evitar enfermedad.	Kelsey Thompson, DDS
09/17/2018		D1206	Fluoride varnish applied to all teeth to prevent decay. Barniz de fluoruro aplicado a todos los dientes para evitar caries.	Kelsey Thompson, DDS
09/17/2018		D1330	Home care instructions such as brushing, flossing and proper nutrition. Instrucción para el hogar, como cepillarse, hilo dental y nutrición adecuada.	Kelsey Thompson, DDS
09/17/2018		HSC15	FAILED- Patient needs immediate care. FALLA- El paciente necesita atención inmediata.	Kelsey Thompson, DDS

Treatment Needed

Tooth	Code	Description	Provider
A	D3220	Removal of a portion of the main nerve area to relieve pain. Eliminar parte de la area nerviosa principal para aliviar dolor.	Kelsey Thompson, DDS
B	D3220	Removal of a portion of the main nerve area to relieve pain. Eliminar parte de la area nerviosa principal para aliviar dolor.	Kelsey Thompson, DDS
I	D3220	Removal of a portion of the main nerve area to relieve pain. Eliminar parte de la area nerviosa principal para aliviar dolor.	Kelsey Thompson, DDS





THE CHALLENGE

Receiving Completed Consents

- Missing Information
- Incorrect Information
- Consent boxes checked
- Parental Signatures




THE CHALLENGE

Completing Treatment and Parent Engagement

- Scheduling Appointments
- Referral Follow Up
- Emergency Cases








THE CHALLENGE



Reimbursement


- Uninsured
- Commercial Insurance
- Medicaid



Christ Community
HEALTH SERVICES
HEALING WITH SOUL

**Dental Provider
Recruitment and Retention**






Christ Community
HEALTH SERVICES
HEALING WITH SOUL

- “The number one reason for choosing Health Center careers indicated among dentists and hygienists was that they “felt a mission to the dentally underserved population.”
- Many providers rotated through a Health Center prior to committing to work at one
- Sense of mission and adequate support were main reasons for intent to remain employed at a Community Health Center

2013 NNOHA Survey

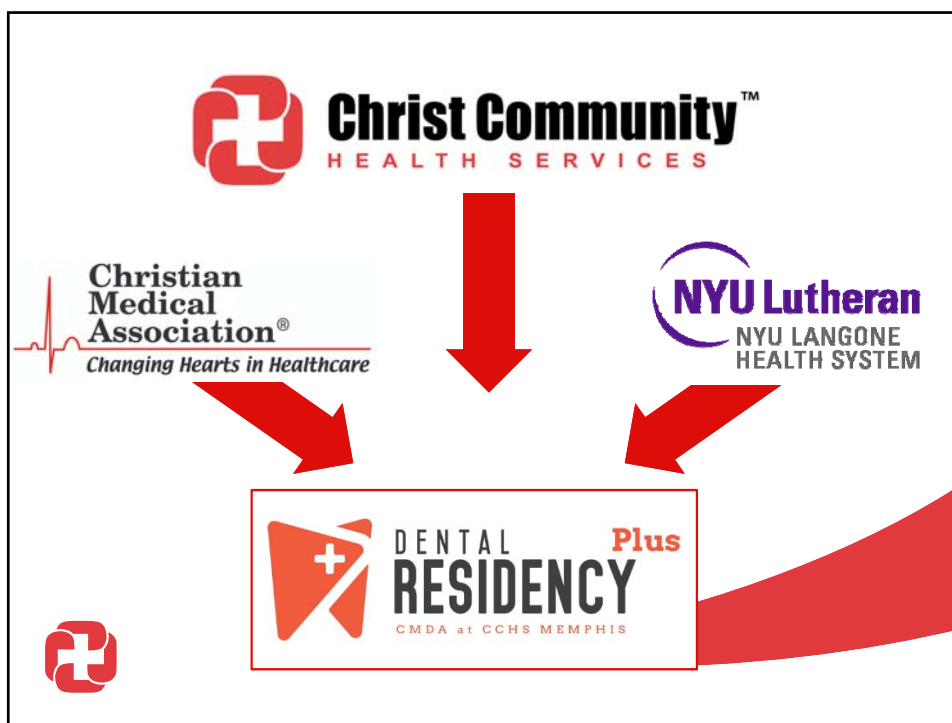


Christ Community
HEALTH SERVICES
HEALING WITH SOUL

**How do we find providers
who are “on mission?”**

And more importantly, how do we keep them?





Christ Community HEALTH SERVICES
HEALING WITH SOUL

What is it?

- 3 year program
 - Year one:
 - Advanced Education in General Dentistry residency
 - Years two and three:
 - Residents sign two year contract to work for Christ Community Health Services as full-time employees
 - Qualify for NHSC Loan Repayment
 - Additional training and education provided throughout all 3 years

Advanced Education in General Dentistry Residency

- Pros:
 - Recruitment of new dentists out of school hoping for more training
 - Exposure to work in Community Health Center environment with oversight and additional training/education
 - Stipend and health benefits provided by NYU Lutheran during first year



AEGD Residency Challenges

- Need adequate space for residents to train
- Dentists function as faculty while maintaining a full schedule
- Fulfilling administrative requirements laid out by NYU Lutheran
- Providing didactics weekly



NYU Lutheran Langone Health Center




NYU Lutheran Langone

- Teaching hospital in Brooklyn, NY
- CODA Accredited
- Largest post-doctoral dental residency program in the US—collaborate with universities and existing health centers such as Christ Community Health Services
- Provide didactic modules and seminars
- On-site dentists function as faculty



[+] Residency Years 2 and 3

Residents begin work as full-time staff dentists	One afternoon per month set aside for education in practice management and finances or additional clinical training	Intentional inclusion in interviews for new staff and other administrative duties
--	---	---



Christ Community
HEALTHY ADVISORS
HEALING WITH SOUL

Strategic Projects

- Each spring, residents are assigned a location to create a strategic plan for creation of new dental clinic, residency program, or international dental training program
- Create budget, timeline, and executive summary
- Final presentation to panel for practice and feedback





What is the goal?

- **Recruit** dentists who are “on mission”
- **Develop** residents to take on leadership roles within organization after graduation
- **Send** graduates to other areas of need to serve in leadership roles or help create new oral health centers



Recruitment Strategies

- Additional education in multiple aspects of general dentistry through AEGD residency
- Opportunity to apply for loan repayment through National Health Service Corp prior to final two years
- Mentorship inside and outside clinical setting for 3 years
- Development of leadership skills and knowledge to take on more responsibility



Benefits to the Clinic

- Recruit quality dentists who desire to work with underserved population long-term
- Develop dentists who have knowledge and ability to take on leadership roles in organization
- Greater retention of “on-mission” dentists leading to improved quality and continuity of care



Graduates of the [+] Program

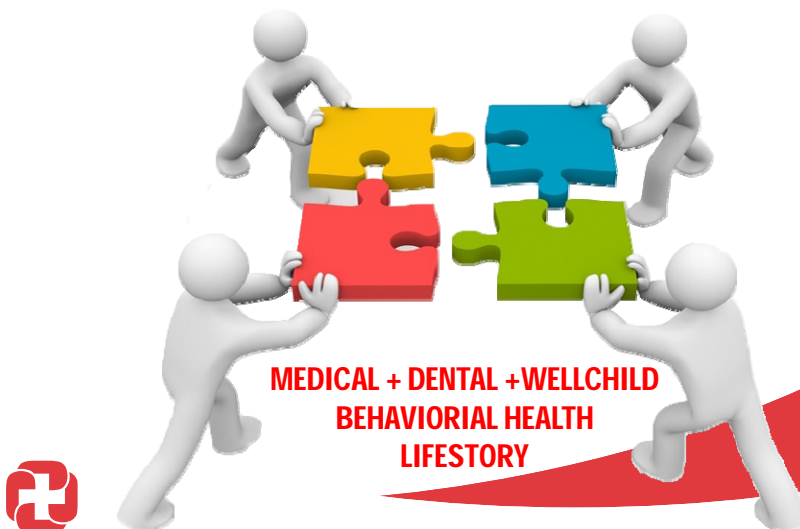


Graduates of the [+] Program

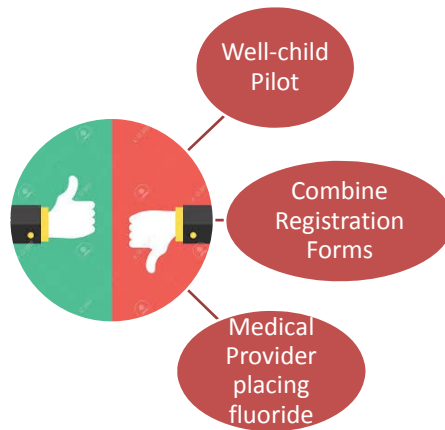
- One is serving as lead dentist over 3 dental sites at Christ Community
- Another is starting work as dental director and residency director of a community health clinic in Billings, Montana
- Other two graduates function as staff dentists and faculty for AEGD program at CCHS



INTERGRATION



MEDICAL + DENTAL + WELLCHILD



WELLCHILD PILOT

Pros

- Convenient for the parent
- Extended patient education
- Patient centered home



Cons

- Slow paced due to workflow
- Extended Time of patient visit
- Reimbursement



Combined Registration Forms



Still
Brainstorming



Medical Provider & Fluoride

Pros

- Preventive measure for oral health
- Parental Awareness

SAD



MAD



Cons

- Additional training needed
- Clinic support staff could not apply only medical providers

- Medical providers could be compensated for applying fluoride during their well child check-up.





Lifestory

Life Story is an OB doctor's appointment and so much more. Life Story appointments combine excellent prenatal care from a skilled OB provider with opportunities for support and friendship from other expectant mothers.

CCHS PATIENT

"I just want to tell you I think Life Story is going to be really good for me. The beginning of my pregnancy has been really rocky...I wasn't expecting it. But here in the group, I feel better. The energy here is really good for me."

Integration : Each mother receives a voucher for an exam, x-rays, and prophylaxis to prevent gingivitis since pregnant mothers are more susceptible.



Lifestory



Life Story's 2018 attendance data shows on average 5 support persons attend each Life Story appointment

Lifestory Integration

Great!



Awesome!



BEHAVIORIAL HEALTH

Integrated Behavioral Health is an important component of services embedded within the primary care teams to ensure we address all of our patient's needs, physically, spiritually and emotionally.

The Behavioral Health integrated services focuses on patient's with dental anxiety. The patients fill out a questionnaire that is calculated by staff and reviewed by the Dentist on staff. If a patient scores a 19 or higher we initiate the referral process. In some instances the patient is seen by the Behavioral Health Specialist in the Dental exam room and others that may require an extended visit are seen in the medical department on the same day. The patients have the option to meet with Dr. Ferrand, our behavioral health specialist on staff, to receive different techniques and coping mechanisms that will work for their particular need. Insured patients will use their benefits for the services rendered. There is no additional charge for the patients that qualify for the Sliding fee program.



BEHAVIORIAL HEALTH

Dental Anxiety Questionnaire

1. If you went to your Dentist for treatment tomorrow, how would you feel?
 2. If you were sitting in the waiting room (waiting for treatment), how would you feel?
 3. If you were about to have a tooth drilled, how would you feel?
 4. If you were about to have your teeth scaled and polished, how would you feel?
 5. If you were about to have a local anesthetic injection in your gums, about an upper back tooth, how would you feel?
- Not anxious
 - Slightly anxious
 - Fairly anxious
 - Very anxious
 - Extremely anxious



BEHAVIORIAL HEALTH INTEGRATION



