DAILY PLANET

- The Daily Planet offers comprehensive and integrated healthcare to those who are homeless, or at risk of homelessness, with the ultimate goal of moving the individual towards self-sufficiency and independent living.

- Provide Holistic approach to care services

- The Daily Planet is the only organization in the Richmond area that provides health services to homeless and uninsured regardless of their ability to pay or insurance status.

- The Daily is designated as a LEVEL III Patient-Centered Medical Home.
WHY AN INTEGRATED SERVICE DELIVERY MODEL?

People who are underserved and at-risk experience many barriers to accessing services

Barriers include:

- Fragmented Systems, & Services,
- Funding limitations
- Restrictive and Excessive Administrative Procedures
- Insufficient Resources
- Long Waiting Lists
- Stigma
CRITICAL COMPONENTS NECESSARY FOR SUCCESSFUL SERVICE INTERGRATION

- A Comprehensive Service Continuum that provides a broad scope of services.
- An Integrated Service Delivery Model that is Patient Focused
- Performance management and evaluation
- Shared Information System
PLANNING PHASE

2014

• Richmond Memorial Health Foundation grant
• Community Partnerships
• Target Patient: Diabetic
• Monthly internal meetings
• Quarterly community meeting
• Referral Process
• Measures
PLANNING PHASE

Community Partners:
Virginia Oral Health Coalition
Community Health Solutions
YMCA.

Internal Team:
Dental Director
Medical Director
Case Manager
Chief Operations Officer
IMPLEMENTATION PHASE

2015 - 2017

• Referral process implemented
• Diabetic patients referred from medical to dental
• Dental scheduled modified
• Patient/Provider Agreement drafted
IMPLEMENTATION PHASE

Patient checks in → Medical assistant rooms patient → Clinician conducts encounter → Health educator/referral coordinator meets with patient → Patient leaves with referral
FINDINGS...

- 30 Diabetic Referrals received in Dental
- Comprehensive Dental Examination & Treatment Plan
- Oral Health Education
- Of those 30 patients, 75% have returned for a second dental appointment
- 6 month A1C will be measured in January
- 6 month dental recall
- 50% of target group has participated in the YMCA program
CHALLENGES

• Referral process
• Dental scheduling
• Lack of dental insurance
• Patient finances
• Increased No-Show Rate
SUCCESES

- 10 Diabetic patients selected as a test group
- The ability to share clinical notes across disciplines
- Positive Patient Feedback
- Valuable Partnerships
INTEGRATED SERVICES

- Primary Care
- Oral Health
- Behavioral Health
- Case Management
- Pharmacy
- Patient