

Greater Richmond & Petersburg Oral Health Alliance

Safety Net Workgroup Meeting

Tuesday, January 29, 2019 | 2:30-4:30 pm

Cross Over Ministry, Richmond VA

Meeting Summary:

2-1-1 Virginia:

Sarah Holland met with 211 to better understand how the database/search engine collected information and if we as a group could inform what questions were asked. The 211 database fields are set, so it is not possible to add additional questions, however, there are several fields that are open-ended and ask for additional information. This could be an opportunity to collect and display additional information that our partners have deemed helpful for referrals. 211 leadership is very open to providing additional training or meeting with safety net clinics/referring partners to share info and educate

Crosswalk:

Sarah Raskin's graduate assistant created a cross walk of questions to better understand overlap between 211 and the Henrico County capacity survey; the intent is to minimize overlap of questions and survey fatigue. I've attached the crosswalk for your review.

Outcomes:

The group decided to use 211 as the main platform for the referral resource and to create a template for Richmond area safety net clinics to follow to ensure continuity of information. The intent is to work as a group, with the local safety net clinics to develop a template based on the [Daily Planet's 211 description](#) which is quite comprehensive and to work with the clinic's to ensure they are comfortable with the format and that it gets filled out. Then the group will spread info about the 211 resource widely so that our referring partners know that it is a trusted resource to find dental services.

Next Steps:

- A fellow who is working at Crossover is going to complete a 211 page for Crossover Dental Clinic based on the Daily Planet page, as part of the process the fellow will create the first stab of the template.
- Julie will follow up with the Richmond area safety net clinics to determine if it makes sense to join them at the end of one of the regular meetings of the clinics
- Until we hear from Julie, **please hold February 11 at 10:30 at Crossover for our next meeting**

