Integrating Care Delivery
For People with Special Needs:
Apple Tree’s “Community Collaborative Practice” Model
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Oral Health 2020
A Vision for Integrated Care

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Catherine Hagel, 114 years
She was born in 1894 in Dayton, Minnesota, and was, at the time of her death, the third-oldest validated person in the world. Hagel was a farmer, and did not stop farming until she was 100. She had 11 children, nine of whom were still living as of early 2008.
On February 9, 2008, Hagel overtook her sister-in-law as the oldest person ever in the state of Minnesota and despite her advanced age, she took no medications.

How Can You Live a Healthy Life?
- Live in a healthy environment
- Choose your parents carefully
- Practice healthy behaviors
- Get good health care

integrate
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verb
1. combine (one thing) with another so that they become whole: health care services should be integrated with social, environmental and behavioral services.
Oral health delivery systems should be designed to integrate with health, education and social service systems serving vulnerable populations across the lifespan.

The oral health delivery system will …

- Eliminate barriers that contribute to oral health disparities;
- Prioritize disease prevention and health promotion;
- Provide oral health services in a variety of settings;

- Rely on a diverse and expanded array of providers who are competent, compensated, and authorized to provide evidence-based care;
- Include collaborative and multidisciplinary teams working across the health care system; and
- Foster continuous improvement and innovation.
Community Collaborative Practice

Collaborating to deliver oral health services where people live, go to school, or receive other health and social services.

Integration starts with Our Board of Directors

- Has Interdisciplinary Expertise
- Sets the Mission and Vision
- Conducts Strategic Planning
- Creates a Culture of Innovation

Populations Served

- Low income children and their families
- Adults with disabilities
- Seniors and elders in long-term care
- Urban and rural communities

“Hub and Spoke” Clinics

- Skilled Teams
- Appropriate Places
- Earliest Times
- Accountable Care

Hub and Spoke Clinics

- Hub Clinic:
  - Clinic Designed for Special Care
  - Care Coordination Center
- Spoke Clinics:
  - Skilled Nursing Facilities (SNF)
  - Mental Health Campus (MH)
  - School (K-12)
  - Head Start (HS) etc.

Oral Health and Dental Care Teams

Oral Health Team

- Led by the Collaborative Practice Hygienist, who uses lightweight equipment and travels in a car or minivan.

Dental Care Team

- Led by the On-Site Dentist, it uses the Apple Tree Mobile Dental Office and includes dental therapists, hygienists, dental assistants, and others.
Both on-site Oral Health and Dental Care Teams are deployed Cloud-Based Electronic Health Record Nursing Facility Group Home School

Apple Tree’s Center for Dental Health
The “Hub Clinic” supporting mobile delivery

Greeter’s Podium Team Care Navigation Rooms

Special Care Treatment Rooms

Special Care Treatment Rooms
Dental Care and Oral Health Value

Integration
Example #1
Serving Frail Elders

Nursing Facility Program

Oral Health Services Agreement
Oral Health Team Roles

- Dental Director
- On-Site Dentists
- Tele-dentists
- Advanced Dental Therapists
- Dental Therapists
- Collaborative Hygienists
- Nurse Anesthetists
- Licensed Dental Assistants
- Dental Liaisons
- Care Coordinators

Oral Health Team Roles

- Center for Dental Health
- Care Coordinators
- Nursing Facility
- Group Home
- Head Start
- Mental Health Center

Community Care Coordinators

- Care Coordinator
- On-Site Logistics
- Medical Consults
- Informed Consent
- Nursing Staff

Oral Health Education

Nursing Facility

Collaborative practice hygienist educates elders at the time of admission and educates CNAs and other caregivers during periodic education sessions.
Preventive Care

- Fluoride Varnishes
- Chlorhexidine Prescriptions
- Daily Mouth Care Plans
- Caregiver Supervision

Dental Screening (MDS)

Triage and Care Coordination

- 50% have disease
- Urgent needs

Comprehensive Dental Care

- Most elders need one or two restorative or prosthodontic visits
- Only a small number require referrals to our hub clinics or to specialists

Apple Tree “Multi-Site Delivery Vehicle”
The Institute of Medicine
Health Care Quality Measures

1. Safe  4. Timely
2. Effective  5. Efficient

Integration
Example #2
Medical Primary Care

Institute of Medicine
Health Care Quality Measures

Example #2
Medical Primary Care

Goals include...
- Savings of $111 million to Medicaid, Medicare and commercial market
- 1.7 million Minnesotans included in the Minnesota Accountable Health Model. This would be an increase of 500,000.
- 67% of primary clinics providing patient-centered, coordinated care, health care home, behavioral health home, or similar model

The Minnesota Accountable Health Model
SIM Minnesota

Electronic Health Records Incentive Program

Apple Tree has now entered into Phase II meaningful use with our customized EHR

Incorporates a systematic approach for all health care providers designed to promote the “meaningful use” of records - both for individual patient care, and for exchanges of data between various types of health care providers.
**Stage 1: 13 Core Objectives**

- Provide patients the ability to view online, download & transmit their health information
- Computerized provider order entry (CPOE) (automated with eRx)
- Drug-drug and drug-allergy checks (automated with eRx)
- Maintain an up-to-date problem list of current and active diagnoses
- E-Prescribing (eRx)
- Maintain active medication list
- Maintain active medication allergy list
- Record demographics
- Record and chart changes in vital signs
- Record smoking status for patients 13 years or older
- Implement clinical decision support rule
- Provide clinical summaries for patients for each office visit
- Protect electronic health information (HIPAA Security)

**Stage 1: 9 Menu Objectives**

- Submit electronic data to immunization registries
- Submit electronic syndromic surveillance data to public health agencies
- Drug formulary checks
- Incorporate clinical lab-test results
- Generate lists of patients by specific conditions
- Send reminders to patients for preventive/follow-up care
- Patient-specific education resources
- Medication reconciliation for incoming referrals
- Summary of care record for transitions of care

**Integration Example #3**

**Serving Disabled Adults**

*Mount Olive Rolling Acres Study:* The rate of cooperation among the participants improved from a 31% cooperation level in an office setting to 96% cooperation in a group home setting.
WHAT ABOUT MENTAL HEALTH?

Dental and Mental Health

- Dental health may be a low priority when other treatment and health issues must also be addressed.
- Oral neglect among this population subset is exacerbated by a variety of factors, including lack of knowledge about the cause of oral disease, poor self-care and access to privacy, housing conditions, homelessness, low perception of dental treatment needs, poor diet and sugar intake, mistrust of dental health professionals, alcohol and substance abuse, tobacco use, and undesirable side effects of psychotropic medications.
- The majority of people with mental illness also have one or more chronic medical conditions, such as cardiovascular or pulmonary disease or diabetes, which can be negatively impacted by dental diseases.
• Offers the residents of Southeast Minnesota a continuum of care for their mental and chemical health needs.
• Their programs focus on a client-centered approach and multidisciplinary teams work together to tailor treatment plans around each client’s personal strengths and abilities.
• Their integrated campus allows clients to conveniently access multiple services during a single visit.
• In 2013, more than 5,000 people received services at ZVMHC.

Apple Tree Collaboration Project
• Apple Tree is partnering with Zumbro Valley Mental Health Center to address the dental access challenges faced by people with mental illness by creating an integrated care system of dental, primary medical, and behavioral health care services on their campus in Rochester.
• We’ll be using a new delivery system led by an on-site Advanced Dental Therapist linked to her collaborative dentist.

Thank You Again!
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