

Virginia Oral Health Coalition  
Greater Richmond/Petersburg Steering Committee  
Safety Net subgroup

December 18, 2017

Present: Sarah B-H, Cindy W, Sarah R, Sheena, Kerri, Roberto

Minutes: Sarah R

Agenda:

Announcement: PCMH got the grant, and our role would be to help make sure that community folks (potential patients) are participants in data collection.

1. Identify known dental safety net dental providers including PCMH Collaborative members, plus:
  - Lucy Core
  - Central Virginia Health Services
  - Capital Area Health
  - Appomatox

Include private providers who accept Medicaid?  
Include charity providers?

No. Bricks and mortar SN providers.

2. Discuss proposed datapoints, incl capture

THE BASICS

- Name of Clinic
- Address of location(s)
- Nearby bus lines
- Phone #
- Hours/days of operation
- Website
- Social media information
- Languages
  - What languages do patients speak?
  - What languages are offered on site?
  - Use language line?
- Patient demographic descriptors, e.g.:

- Percent uninsured, underinsured, covered by public insurance
- Capacity for dental appointments
- Dental services offered
  - Services provided on site
  - Services referred out
  - Oral health education
- Appointment types
  - Appointments
  - Walk-ins
  - Urgent care
- Fees
- Dental no show rate
  - Overall
  - By procedure type or any other trend, if available

#### PATIENT ELIGIBILITY

- Income
- Residence
  - E.g. state or county of residence
  - Duration restrictions, e.g. how long in country?
- Insurance
- Existing patient on medical side/medical screening
- Reconciliations with other eligibility needs
  - E.g. Access Now
- Employment verification
- Age
- Duration of time that eligibility lasts and under what conditions
  - E.g. annual renewal via medical screening

#### OPERATIONS

- Is there more demand than you can meet and, if so, please describe it
- What is your no-show policy?
- What efforts have you made to reduce no-shows, and what have been the results of these efforts?
  - E.g. double booking
- How do you handle appointment reminders?
- Types of outgoing communication, and when?
  - E.g. texts, voicemails
- Types of incoming communications
  - E.g. phone trees
  - Phone staffing?
- Funding model

- Staffing
  - Dental staff -- paid, volunteer, or combination?
  - Do you have specialists on site?
  - Do you have particular providers who do particular procedures?
  - Staff turnover, on average?
- How do you do scheduling?
  - How do you schedule multi-part procedures?
- To whom do you refer when you can't provide the dental services needed?
  - (e.g. for lack of capacity; because they aren't provided at your clinic; etc)

#### PATIENT EXPERIENCE

- Can you please walk me through the experience of becoming a dental patient at your clinic, beginning with how I would become a new patient and then how I would get services?

Need to be brief and simple

#### 3. Timeframe/process?

- generate answer options
- Ali review for matching w/ Va HC Foundation work

#### 4. Product?

- E.g. report for VaOHC website?
- y, possible; also Virginia HC Foundation possibly?