




Daily
Planet

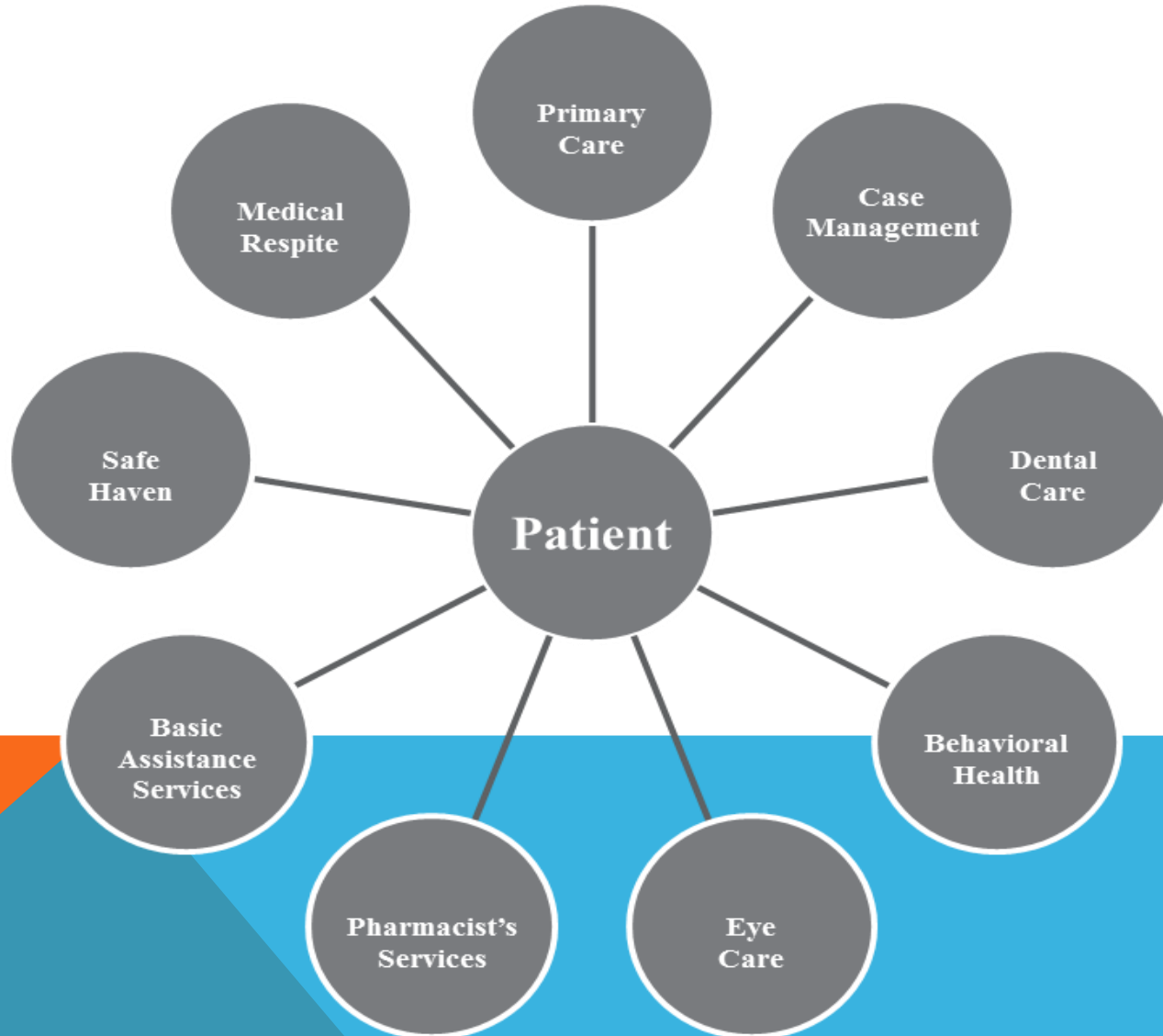
517 WEST GRACE STREET
RICHMOND, VIRGINIA

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.
- 

THE DAILY PLANET

PATIENT-CENTERED SERVICE DELIVERY MODEL



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:

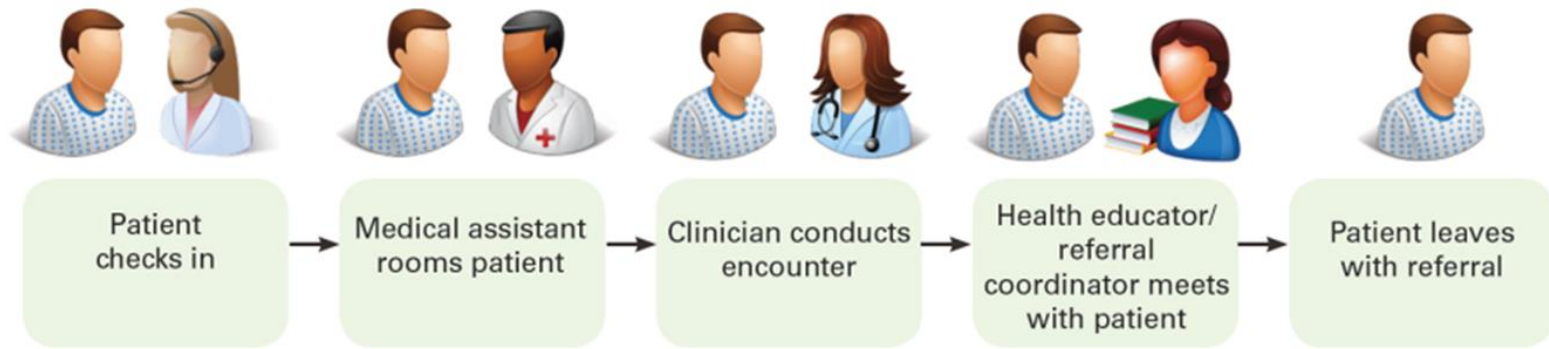
Dental Director
Medical Director
Case Manager
Chief Operations Officer

IMPLEMENTATION PHASE

2015 -2017

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


IMPLEMENTATION PHASE




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
- 

SUCCESSSES

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

INTEGRATED SERVICES

