COLORADO COALITION FOR THE HOMELESS

PRESENTATION ON INTEGRATED HEALTH CARE

DR. CAROL A. NIFORATOS, DDS
DENTAL DIRECTOR
THE STOUT STREET INTEGRATED HEALTH CENTER

FIRST AND SECOND FLOORS- DENTAL, INTAKE, MEDICAL, PHARMACY, VISION
INITIAL BARRIERS TO INTEGRATION

- Different, separate locations (Medical and Dental)
- Enrollment Processes were inadequate (Lotteries for each different Department)
- Different Health Records (Electronic vs. Paper)
- Revenue Cycle Management- billing processes varied depending on Medical/ Dental/ Behavioral/ Vision.
  - Initially very difficult getting reimbursement
- No Dental Representation in Medical and Behavioral Health Meetings
- Staffing needs were not quite met
  - Overall: Little to no integration
WHAT CHANGES WERE MADE TO IMPROVE THE LEVEL OF INTEGRATION?

• CCH Hired a Change Consultant in 2013 to work with our Integrated Health Management Team
  • She helped us revise our communication, change performance strategies, and set attainable goals
    • She helped us establish a workflow- one that allowed for Integration with every department
  • When we had our model, we were able to add and adjust the way we Integrated
    • Dental added an “Integrated Suite Hygienist”
      • The Suite Hygienist has her very own Hygiene Assistant that acts as a liaison between all Health Services in the building
    • Dental has a BHP available every day for assistance via a crisis line.
    • Even the remote Dental Clinic can communicate easily with other departments to better suit each client’s needs
HOW HAVE THESE CHANGES AFFECTED INTEGRATION?

• We now have a shared enrollment process for all Behavioral, Dental, Medical, and Vision clients
• We now have a shared EHR, one that Dental can even participate in despite not yet having an EDR
• A brand new shared building,integrating all of these services under one roof
• A single Revenue Cycle Management team, sharing all billing and reimbursement responsibilities
• The Integrated Health Management team meets regularly, sharing Quality and Productivity Goals with one another
THANK YOU! ANY QUESTIONS?

The Dental Team Then

The Dental Team Now

And we’re not the only Integrated Team that’s growing and expanding!
THE STOUT STREET INTEGRATED HEALTH CENTER

FIRST FLOOR LAYOUT | DENTAL, INTAKE, PHARMACY, VISION
STOUT STREET DENTAL CLINIC