A Voyage through Oral Health Integration into Primary Care

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Outer Cape Health Services

The Ship and Crew

* Operates 3 health centers in Harwich, Wellfleet and Provincetown, MA
* Provides a full range of primary health care and supportive services including Dentistry in our Provincetown location
* Supporting a model of “whole person” care
* Servicing an underserved region for primary care, dental care and behavioral health care
Motivations

Setting Sail

* OCHS received dental clinic licensure in June 2012.
* To support our goal to reach more patients and increase access to dental care, OCHS applied for the Mass League’s Oral Health Integration grant.
* Aligns with the OCHS mission to support community engagement and ensure all patients have convenient access to “whole body care”.
* We recognize that we have a unique opportunity to enhance screening and education around the importance of good oral healthcare on the prevent chronic illnesses.
* Aging population with numerous risk factors.
Pilot Project: One Provider, Diabetics Only

Added Patients with HIV

Expanded to all Patients & Providers in Provincetown

Expanded to all 3 Health Centers

Spreading Improvement

Outer Cape Health Services
We Treat You Well
Reflecting on the Voyage

Outer Cape Health Services

Number of Patients Identified/Counseled Without a Dental Home 2015

Hardwired documentation tool

Expand to all patients at routine well care

Expanded to all 3 Sites

Expanded to all Provincetown providers

April: 107

May: 349

June: 213

July: 230

August: 229

September: 318

January: 4

February: 21

March: 18

January to September 2015
Lessons Learned & Next Steps

- Managing team transitions/turnover, getting the right team at the table and gaining buy-in
- Hardwiring the process and data integrity
- Celebrating the wins and recognizing frontline efforts
- Prioritizing the purpose and closing loop – Referrals
- OCHS is a multi-site organization and is taking this methodology and applying its energies into other integrations such Behavioral Health and Colorectal Screening.
- Spread to community partners through UMMS research and translational science engagement.
Thank you!

Questions?