

Emergency Room Redirect for Non-Traumatic Dental Conditions Pilot Program



A collaborative effort by:

Department of Health and Human Services,

LIBERTY Dental Plan, University Medical Center, and Teladentistry.com.



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LIBERTY.
DENTAL PLAN

Why University Medical Center of Southern Nevada(UMC)?



One of the 50 largest public hospitals in America



Affiliated with both UNLV School of Medicine and School of Dental Medicine



Forward thinking administration



Large Medicaid population



Highest encounter rate for non-traumatic dental conditions in the Emergency Department

Non-Traumatic Dental Conditions



Definition: Emergency room visit for an oral condition that results from disease and decay due to long term neglect.

A traumatic dental condition results from an accident or sports injury such as a fall, car accident, or gun shot wound.



Non-Traumatic

VS



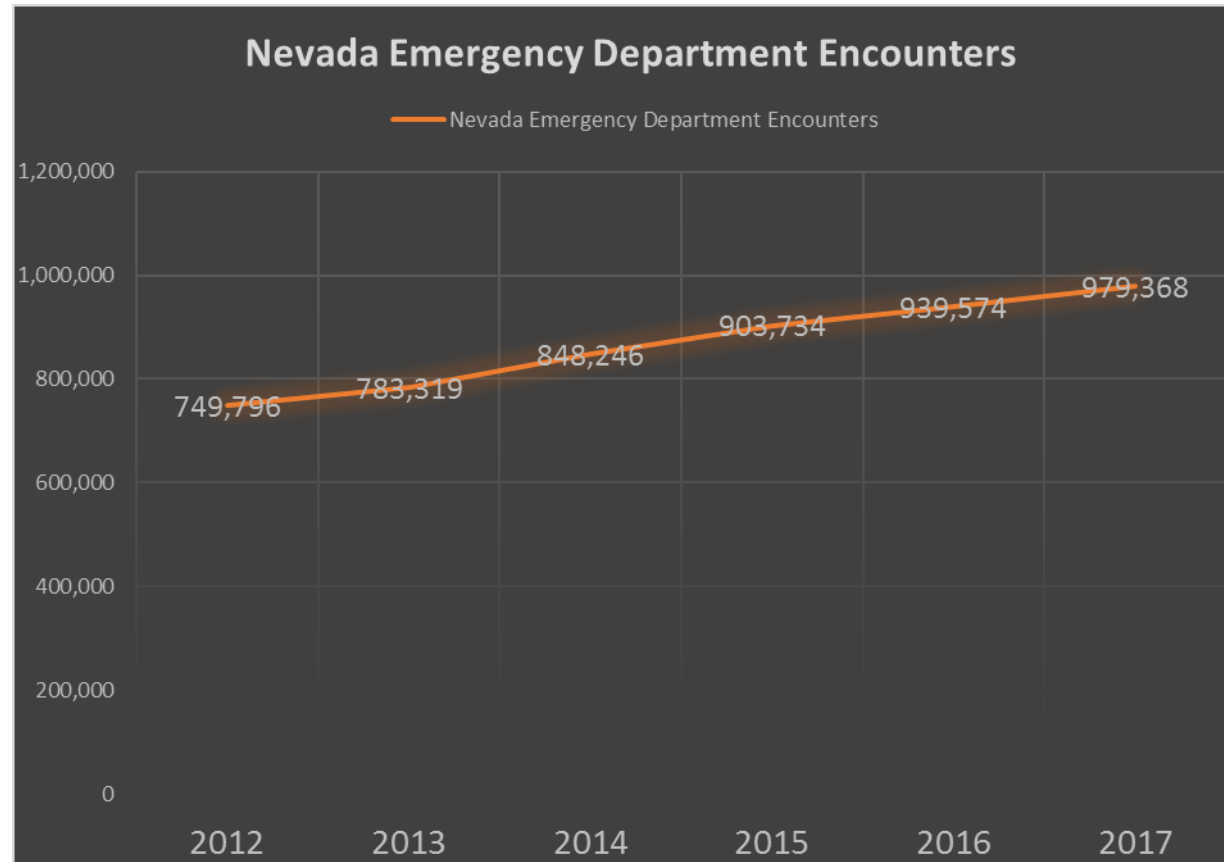
Traumatic

Fiscal Impact of Oral Conditions in the Emergency Departments

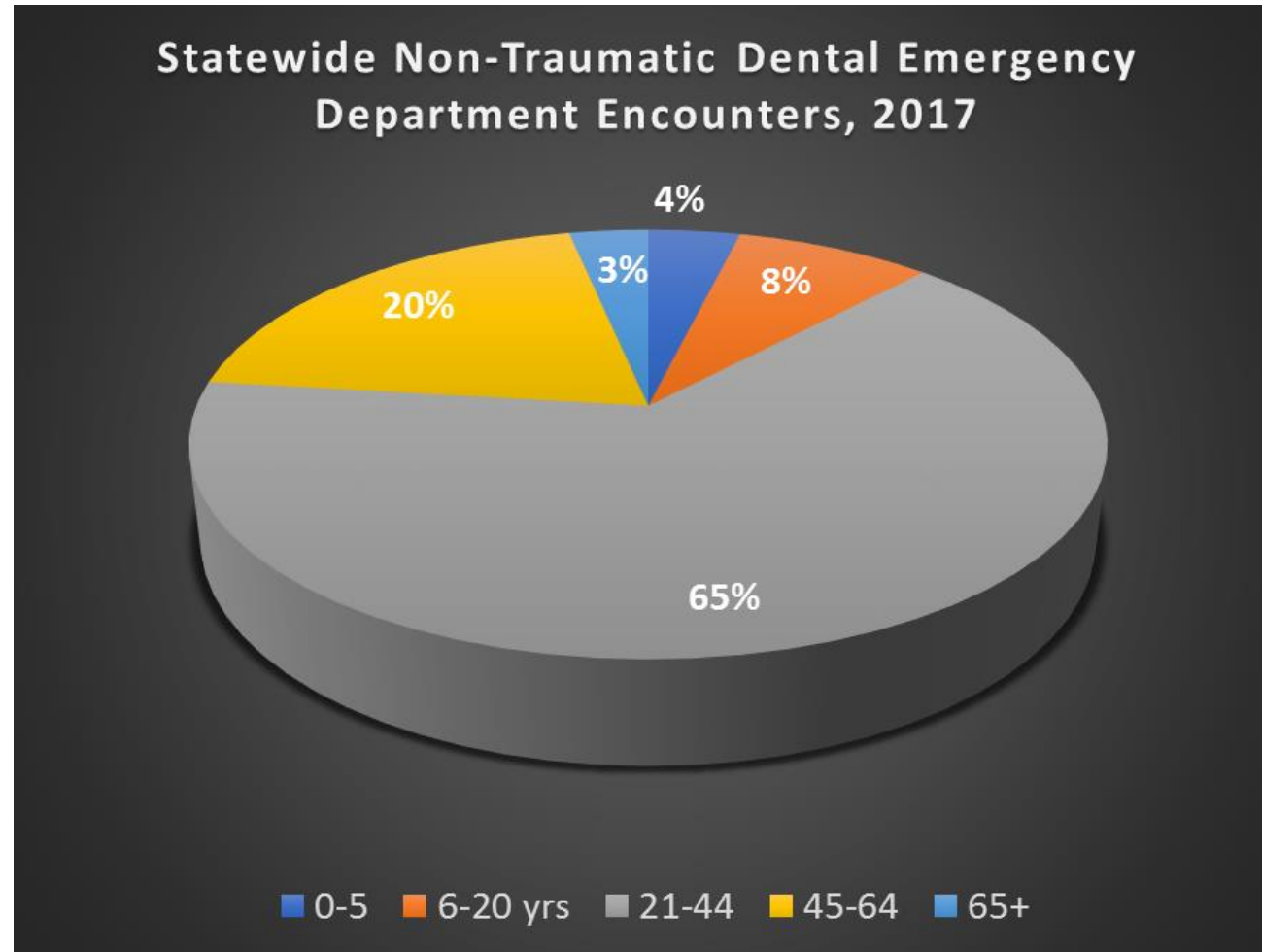
- \$867 million to \$2.1 billion in 2010 – according to ADA’s Health Policy Institute
- From 1997 to 2000, dental related discharge diagnostic codes encompassed 0.7% or 4.1 million visits of all emergency department encounters.
- The ER is often the safety net of the health care system for those that are unable to access care from a primary medical or dental provider due to
 - Geographic
 - Financial
 - Cultural or
 - Attitudinal barriers



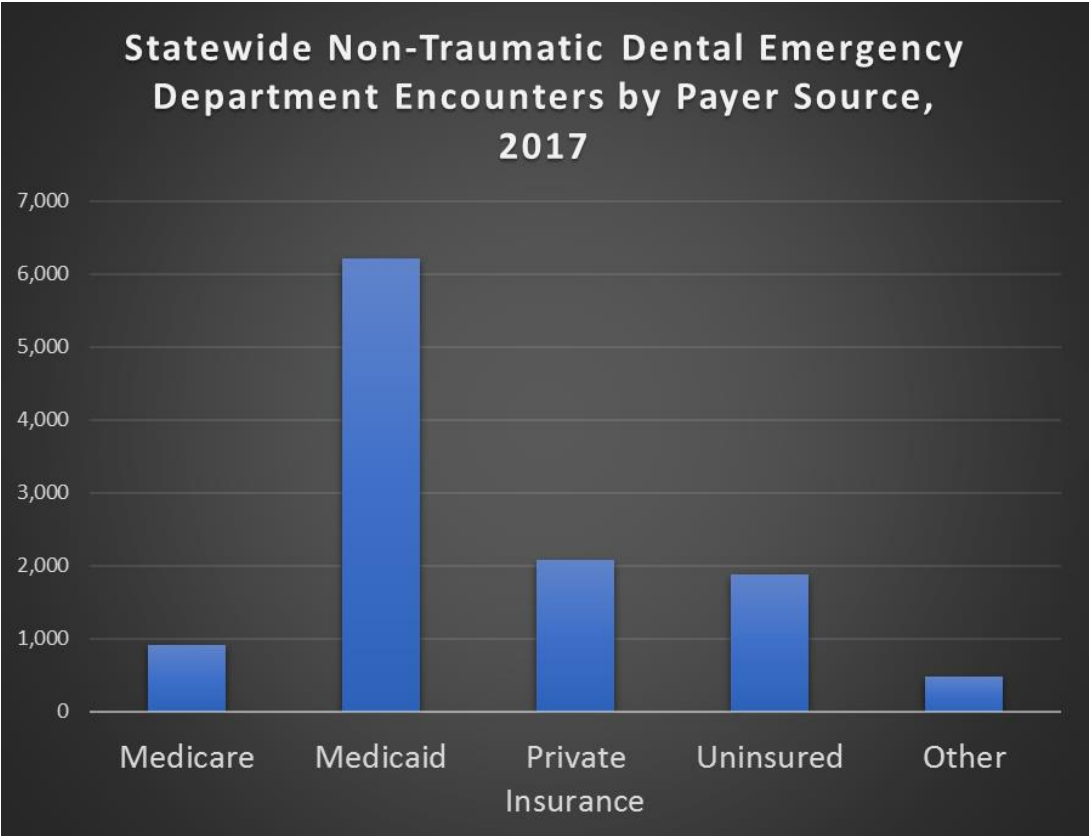
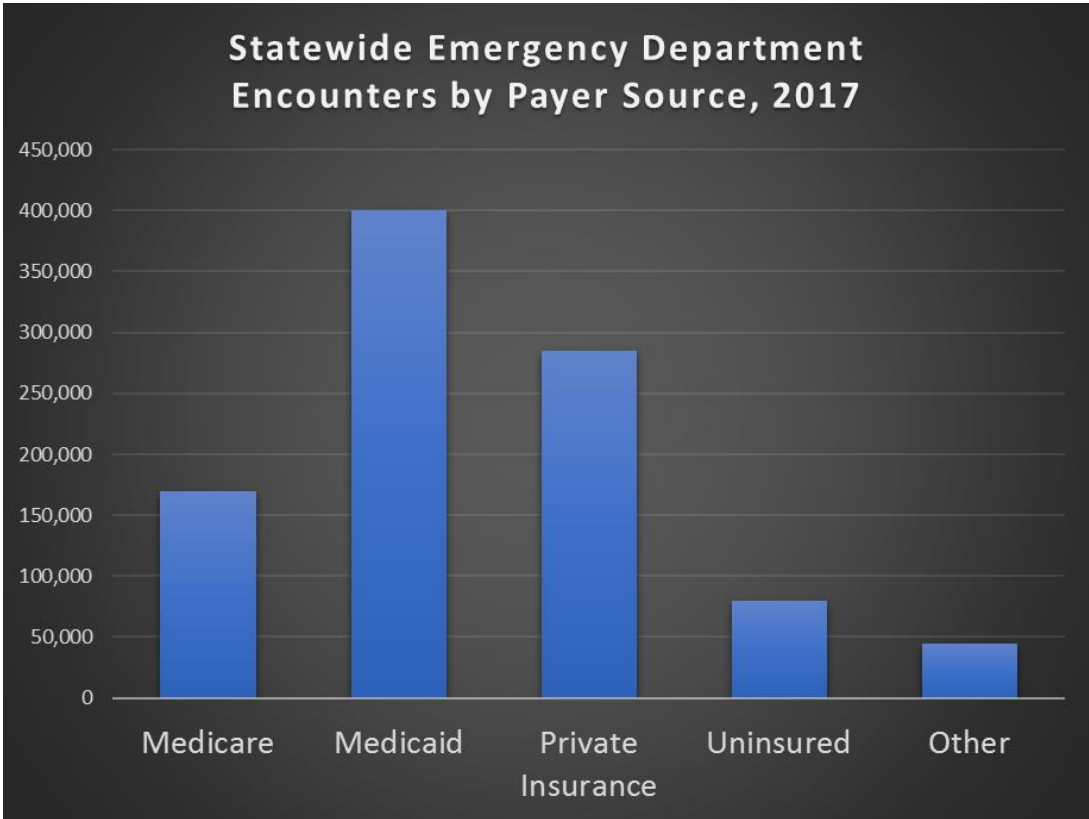
Nevada Emergency Room Visits 2012-2017



Utilization by Age Group



Payer Sources in Emergency Departments



Lessons from Other State Programs



Missouri:

- 30 day pilot program had such a significant impact the model was implemented.
- Decrease in number of opioid prescriptions as well as decrease of 8-9,000 total ED visits to the hospital.
- Half of patients referred for care came to the dental clinic for treatment.

Michigan:

- Care coordinator within the hospital triages patient and determines eligibility (financial and dental needs).
- Must volunteer 8 hours and attend health education class to receive dental services (urgent care received treatment).
- 30% of patients referred to the program followed the protocol to become a participant.

South Carolina:

- Hospital partnered with local dentists and allocates 10% of revenue to sustain community health programs.
- ED patients are referred to a local dentists who provides restorative and emergency care at no charge to the patient.
- Created a dental home, 36% reduction in ED visits, sustainable model due to hospital support.

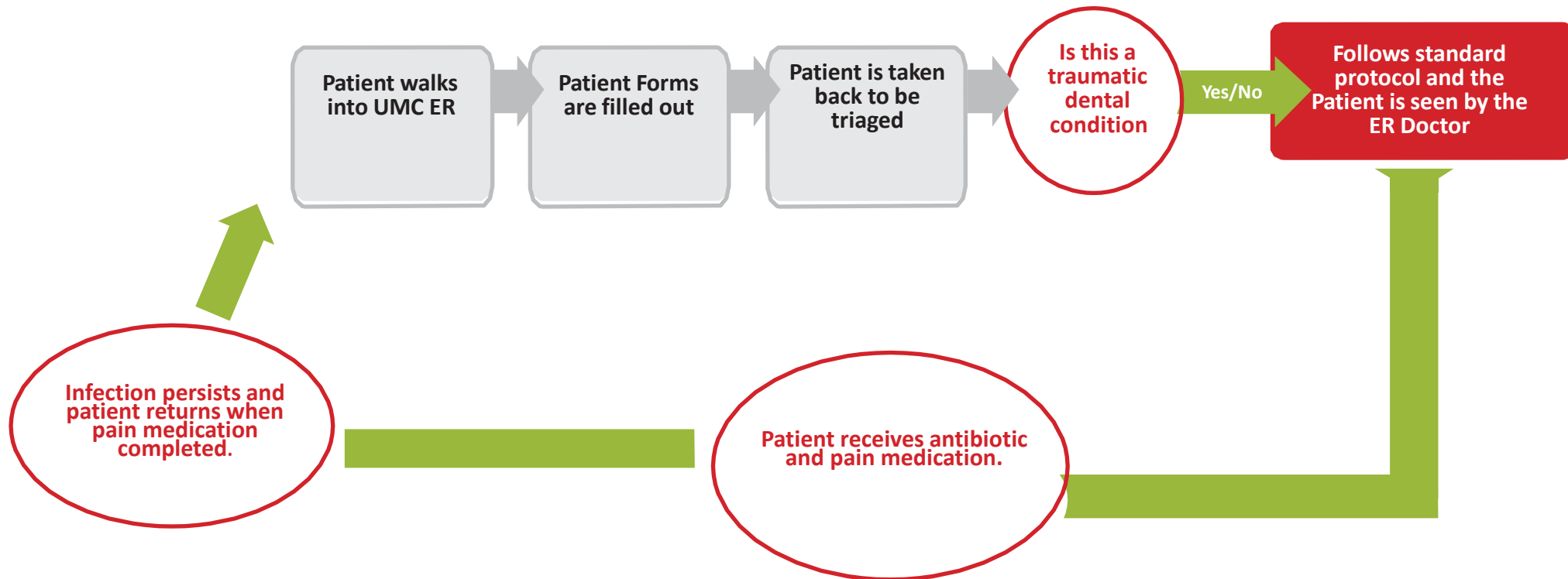
Collaborative Objectives



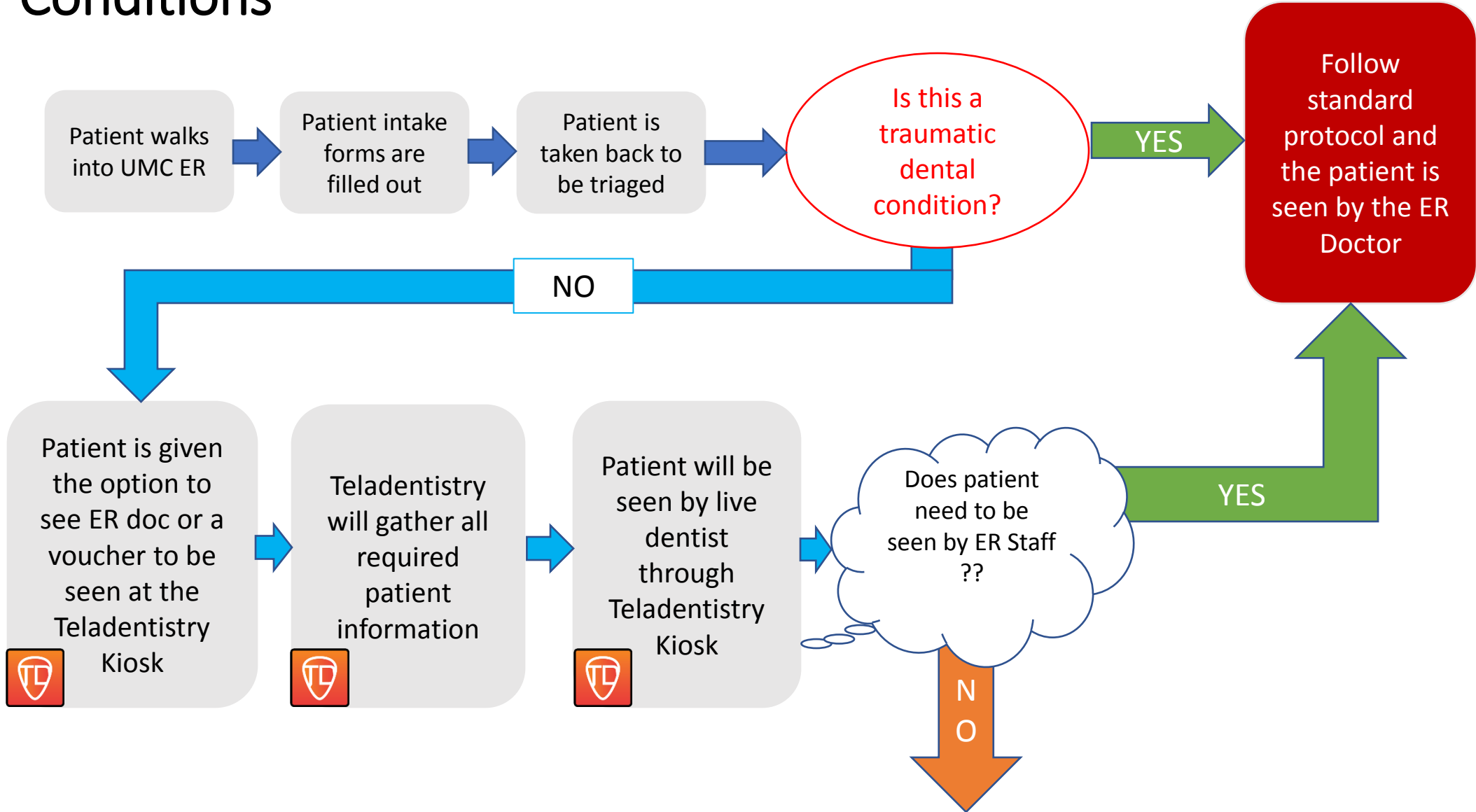
- Decrease admission rate for non-traumatic dental conditions in ER
- Reduce the number of opioids prescribed
- Increase dental treatment for dental pain and decay
- Educate for oral health among health care providers
- Coordinate Medicaid members to dental home for proper care with transportation assistance.
- Increase visibility and build partnerships between dental and medical practitioners
- Improve health outcomes for emergency room patients at University Medical Center.



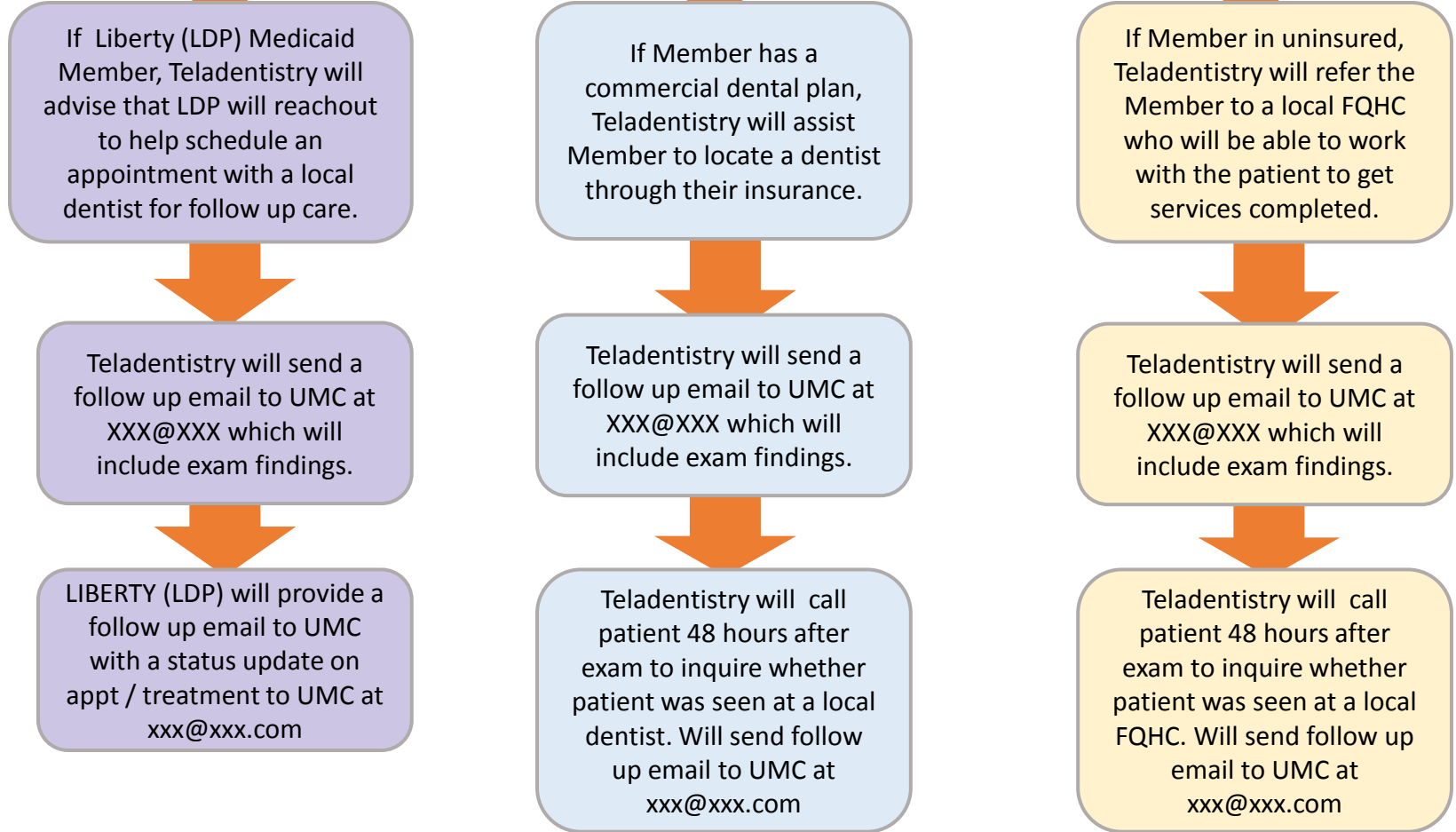
Current Utilization of the ED for Non-Traumatic Dental Conditions



Proposed Utilization of the ED for Non-Traumatic Dental Conditions



Options



Teladentistry Kiosk Types

D9995 Teledentistry- synchronous; real-time

Live video (synchronous): Two-way interaction between a patient and a dental provider using audiovisual telecommunications technology.



Currently used by Liberty Dental Plan



Measurements of Success –



Project is scheduled to launch in Summer 2019

- Analyze patients routed to teladentistry area vs. the number of patients that complete the consultation or request other forms of treatment
 - Analyze patterns of emergency department utilization
 - Average length of emergency department visit for non-traumatic dental condition
 - Summarize cost savings to the ER
-
- Once proven successful we will do full implementation of referrals to the teledentistry area within the hospital
 - The next goal would be to model this program within other hospitals throughout the state especially those in rural Nevada.

References

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Saving Nevada Smiles, One Tooth at a Time

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