



Zufall Health Center

Dental Care for Residents of
Public Housing

December 10, 2012
Dr. Sam Wakim
Dental Director



ZUFALL HEALTH CENTER

About ...

- Zufall
- Our Patients
- Dental Program
- Public Housing



MISSION STATEMENT

To provide quality, affordable and culturally competent healthcare in partnership with our patients and the community in Northwest NJ. With the guidance of our consumer board we offer access to a broad array of medical and enabling services designed to eliminate health disparities and improve the quality of life of our community.



Zufall Health Center

Dover, Morristown, Hackettstown, Mobile Van



- Established in 1990 in church basement in Dover
- FQHC since 2004
- Serving 4 counties in NW NJ
- All sites provide dental care



Our Sites



Our Patients in 2011

Served over 15,000 patients with 45,000 visits

- ▶ 94% of patients were below 200% of FPL
- ▶ 69% of patients had no insurance
- ▶ 80% of patients are racial/ethnic minority, the majority being Hispanic
- ▶ 60% of patients best served in language other than English
- ▶ Children – 21%, Adults – 73%, Seniors – 6%
 - ▶ 40% of our children are uninsured
 - ▶ 24% of patients have Medicaid/NJ Family Care
 - ▶ 3% have Medicare



Dental Patients 2012



- 4,200 Patients
- 10,000 visits in 2012

- 1,350 Children
- 150 Children 0-3 years old
- 1,400 Seniors



CATEGORY IV

- Implant Services
- Complex Rehabilitative Services
- Impacted Wisdom Teeth

CATEGORY III

Rehabilitative Services

- Removable (partials/dentures)
- Fixed (crowns/bridges)
- Endodontics (root canals)

CATEGORY II

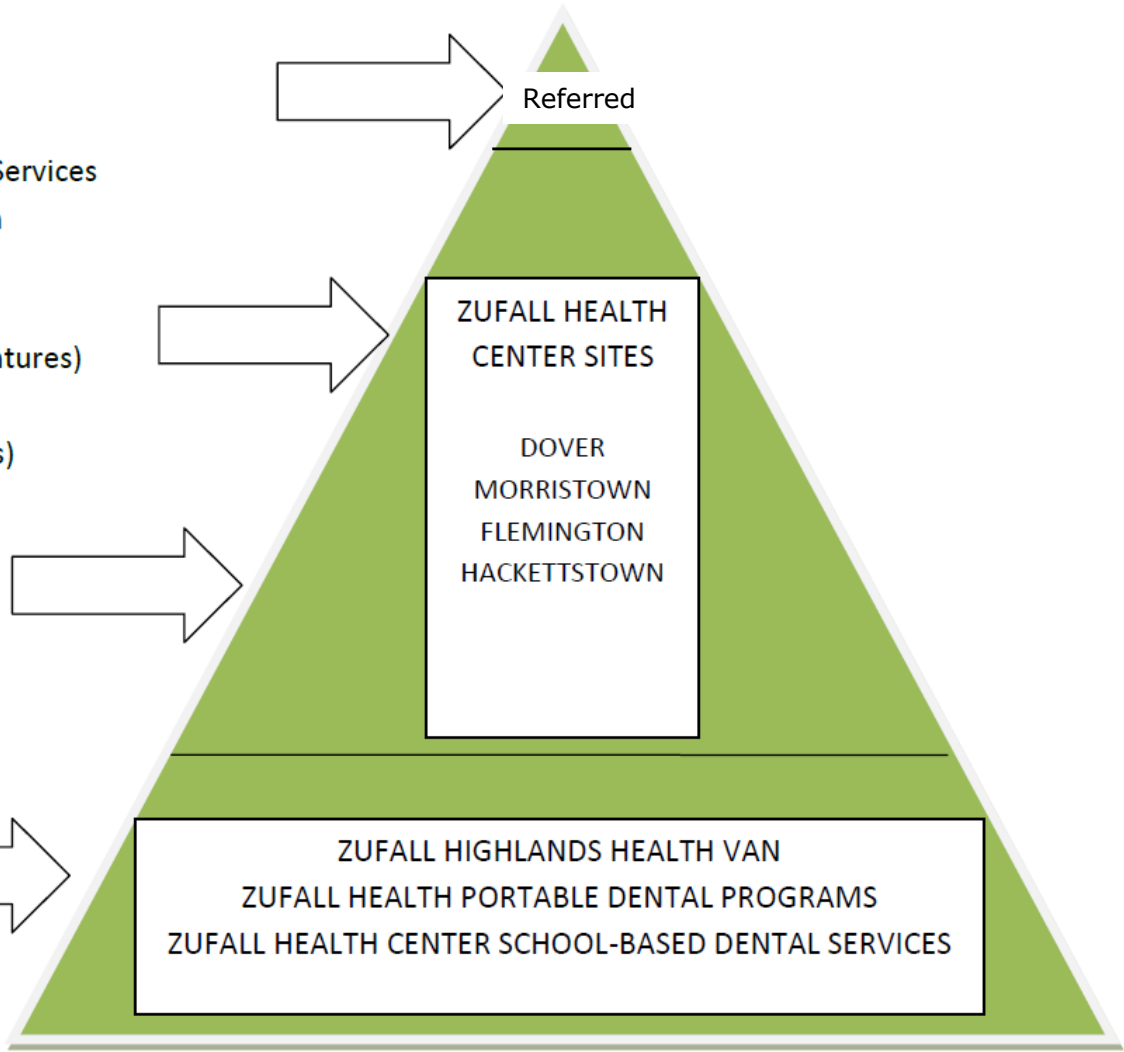
Basic Services

- Diagnostics (exams)
- Preventive (cleanings)
- Restorative (fillings)
- Periodontal (scaling)
- Surgical (extractions)

CATEGORY I

Preventive Services

- School Based Fluoride Rinse Program
- Schools Based Program
- Van-based Dental Program



Public Health Approach

It takes a team ...

- General Dentists
 - Pediatric Dentistry
 - Periodontists
 - Geriatrics
 - Assistants
 - Students
 - Interns
 - Volunteers
- Team of Providers, Care Coordinators, Assistants and Front Desk Staff Trained
 - Public Health
 - Health Literacy
 - Humanism



Helping Our Patients Every Day

- **Clinical Pharmacy Services**

Pharmacist provides education & counseling on medication management, diseases, nutrition, lifestyle changes to help patients with diabetes, high blood pressure, lipids and HIV.

- **Healthy Weight Collaborative**

Dentists and assistants review healthy lifestyles including exercise, eating habits and the Plate Method

- **HIV Program**

A growing number of HIV infected patients are choosing to receive comprehensive medical and dental care at Zufall. A care manager is charged with ensuring that these patients receive coordinated care.

- **Behavioral Health**

A patient navigator coordinates dental care at Zufall for patients receiving mental and behavioral healthcare in collaboration with St. Clare's Hospital.



Special Populations



Public Housing

Homeless

Farm Workers

Veterans



Dental Sites 2011-2012

- Lambertville Elementary
- Patrick McGarhen Schools
- Round Valley Schools
- Spruce Run
- Robert Hunter School
- Morristown Soup Kitchen
- **Boonton Housing Authority**
- Sussex Head Start
- Salvation Army Morristown
- Desmares Elementary
- Flemington Head Start
- Hopatcong Enrichment Center
- Senior Center Riverdale
- Bright Horizons Center
Morristown
- **Morristown Housing Authority**
- Dover Head Start
- West Amwell School
- Washington Head Start
- Trinity Church - Hackettstown
- Parsippany Senior Center
- Warren County Library
- Neighborhood House
- Club Columbia
- Washington United Methodist
- **15 Chateau Thiery**
- Dover High School
- St Vincent's Church Madison
- **Madison Housing Authority**
- County College of Morris
- Morris Hills Assisted Living
- Battered Women's Shelter

Housing Factors	Associated Health Effects
Indoor Air Quality & Toxins	Respiratory Health
Residential Crowding	Blood Pressure, Mental Health
Noise	Hearing Loss, Heart Disease
Hazardous Conditions	Unintentional Injuries

Housing's Effect on Health

Residents of Public Housing

- 69 Years Old
- Female
- Multiple Medical Problems



Public Housing Patients

- Average age 69
- 30% Hispanic
- 17% African American
- 75% Female
- 83% Medical Problems
- 65% Returned for follow-up care at the Health Center.



PH Site	Units	Residents
Morris Mews	100	62+
Dean Gallo Congreg.	12	62+
29 Ann St. Apts	70	62+
Manahan Village	200	Families
Wetmore Towers	100	62+
Baldwin Oaks Sr Apts	251	62+
Brookside Sr. Apts	191	62+
India Brook Village	100	55+
Bennet Ave Apts	32	Families
Green Pond Village	40	Families

Public Housing Sites for 2013

Challenges

- Water Fluoridation
- Health Liaison



Successes

- State Support
- Medicaid Reimbursement

Challenges & Successes

Patient Satisfaction Survey

- The highest scoring (95% or more) questions overall included
 - "Health Center is safe and clean"
 - "Doctor/provider uses words you understand"
 - "Keeping your personal information private"
 - "You are happy with the care you got"
 - "Doctor/provider explains how to take care of your condition"

Highest Scores



Completed in 2011-12



Dental Awards

- GKAS Pioneer Award 2012
- NJ Top Dentists



Other Awards

- 2011 PSPC Performance Award
- 340B IQ Designation
- First Annual Bob Frank's Award on Reach Out and Read
- Inaugural H. Jack Geiger Awards for outstanding Program Management from the NCHPH

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