A Human-Centered Model of Care
Integrating community-based dental, social and health services

Eliah Aronoff-Spencer, MD, PhD,
Consultant and Principal Investigator,
West Health Institute
Project Collaborators

**West Health Team**
- Paddy Asgari
- Ian Pierce
- Tracy Finlayson
- Jose Unpingco
- Rishi Graham
- Wesley Vetter

**Serving Seniors**
- Joe Gavin
- Marissa Mackiewicz
- Melinda Forstey
- Paul Downey

**Gary and Mary West Senior Dental Center**
- Karen Becerra
- Vicki Petropoulos
- Lizbett Chavez
- Ayrielle Franco
No financial conflicts of interest to disclose
Project Goals: Human Centered Health Design

Co-Design a collaborative ecosystem for Human-centered care
Utilize comprehensive assessments for real-time triage and referral
Generate whole-person and system data to drive program evaluation

Improve Health Outcomes
Gary and Mary West Senior Wellness and Dental Centers
From Whole-Person Assessment to Whole-Person Care

Metrics Based Referral

START

Not Acute

Acute

pre-CGA

Oral Health Edu

BSS Exam

Social Work

Mental Health

Care Coordination

Dental Care

…..Order Matters

First CGA With Dental
From Person to Population

Individual Snapshot

Population Dashboard
Outcomes and Patient Assessments

<table>
<thead>
<tr>
<th>Programs</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Geriatric Assessment</td>
<td>1000</td>
</tr>
<tr>
<td>Oral Health Education</td>
<td>841</td>
</tr>
<tr>
<td>Basic Screen Survey</td>
<td>828</td>
</tr>
<tr>
<td>Dental Care Referrals</td>
<td>796</td>
</tr>
<tr>
<td>Care Coordination Referrals</td>
<td>148</td>
</tr>
<tr>
<td>Case Management Referrals</td>
<td>78</td>
</tr>
<tr>
<td>Mental Health Referrals</td>
<td>27</td>
</tr>
<tr>
<td>Post Assessments</td>
<td>176</td>
</tr>
</tbody>
</table>

Demographics

<table>
<thead>
<tr>
<th>CGA Elements (n=1000)</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average age</td>
<td>72 ± 7.6</td>
</tr>
<tr>
<td>Below poverty</td>
<td>55%</td>
</tr>
<tr>
<td>Live alone</td>
<td>67%</td>
</tr>
<tr>
<td>Have medical conditions</td>
<td>75%</td>
</tr>
<tr>
<td>Have mental health diagnoses</td>
<td>25%</td>
</tr>
<tr>
<td>No dental visit in the past year</td>
<td>53%</td>
</tr>
<tr>
<td>Limit food due to dental problems</td>
<td>59%</td>
</tr>
<tr>
<td>Difficulty chewing</td>
<td>49%</td>
</tr>
<tr>
<td>Dental pain</td>
<td>43%</td>
</tr>
</tbody>
</table>
Comprehensive assessment gives us a whole-person view of our clients

Pain and health problems are tightly coupled to:

• Functional limitation
• Depression
• Lower quality of life
Mental health problems are highly correlated with:

- Isolation
- Lower quality of life

Comprehensive assessment gives us a whole-person view of our clients
Comprehensive assessment gives us a whole-person view of our clients

Dental symptoms highly correlated with:
• Depression
• Isolation
• Quality of life
Comprehensive assessment gives us a whole-person view of our clients

**Isolation** is the strongest negative correlate of:
- Depression
- Lower quality of life
Summary and Key Learnings

• **IDENTIFY** needs by whole-person assessment

• **COORDINATE** order and type of services by real-time metrics

• **FOSTER** innovation through co-design and iteration

• **GROW** and learn by evidence-based Continuous Quality Improvement