

**South Central Family Health Center
Dental Department
Board Report—May 2015**

Human Resources:

- **Friday Dentist/Per Diem Dentists for Coverage**
 - The Dental Department continues to work with Human Resources to hire a dentist that is available for all Fridays and to hire additional per diem dentist to cover as needed (for vacations, sick days, open sessions, and other time off).

Productivity:

- **Total Encounters for Dental Department:**
 - April 2015: 580
 - March 2015: 537
 - From March to April there was an increase in total visits for the department.
- **Jefferson Wellness Center Encounters:**
 - April 2015: 247
 - March 2015: 251
 - **Average Patients per day** increased.
 - April 2015: 13.4
 - March 2015: 13.2
 - Mid-month May Productivity is trending lower than April.
- **Huntington Park Center Encounters:**
 - April 2015: 333
 - March 2015: 286
 - **Average Patients per day** increased.
 - April 2015: 13.9
 - March 2015: 13.0
 - Mid-month May Productivity is trending lower than April.
- **Unduplicated users**
(calculated as unduplicated users of the department in the past 12 months)
 - April 2015: 1241 (HP: 688 JHS: 553)
 - March 2015: 1091 (HP: 602 JHS: 489)
- **Managed Care Rosters**
 - Overall the department saw a small decrease in managed care assignments.
 - Jefferson saw a decrease in managed care assignments.
 - There was a temporary closure to new assignments due to the size of our roster. It has been since reopened after a meeting with Access Dental
 - Huntington Park saw a decrease in managed care assignments.
 - Huntington Park's roster continues to remain closed to new assignments.

- **Productivity Goals:**
 - Both sites have stayed above the initial productivity goal of 13 encounters/day.
 - Maintenance and Future growth of productivity by:
 - Lowering Broken Appointment Rate—(ongoing).
 - Increasing unduplicated users via increased in-reach/outreach—(ongoing).

Departmental Actions:

- **Outreach/In-reach:**
 - **CHAMP Program with USC**
 - Continued screenings by CHAMP at the South Central Main Site.
 - The Director continues to work with CHAMP to increase the number of successful referrals and to address previously identified challenges.
 - **Mexican American Opportunities Foundation (MAOF)/Head Start Program**
 - We are continuing the process of securing initial MOU with the organization.
 - **Jefferson High School Dental Screening**
 - A meeting has been scheduled for early June to discuss expansion of the screening program and to address previous identified challenges.
 - Possible expansion of program into feeder schools.
 - **Other in-reach/outreach:**
 - Continued telephone outreach to managed care patients and internally referred patients

Future:

- **Possible addition of Saturday Sessions (still under consideration)**
 - Any addition of Saturdays would need to be rolled out, starting with one to two Saturdays per month and expanding as they reach capacity.
 - Additional staff needed: Dentist, 2 assistants, one front desk position.

Challenges:

- **Lack of stability in productivity numbers for Jefferson and Huntington Park**
 - Both sites are showing growth as compared to last year.
 - Varying numbers month to month are not unusual during a growth phase.
 - We are projecting a decrease for number of May encounters.
 - Encounters should stabilize as the year progresses.
- **Access Dental**
 - Huntington Park remains closed to new assignments/transfers
 - Access Dental now incorporates roster size as well as utilization in deciding on when to open/close rosters. This may lead regular opening/closing of the roster at both sites.
 - There was a temporary closure to new assignments at the Jefferson site. After a meeting with Access Dental the site was reopened.