

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

Human Resources:

- **Front and Back office positions**
 - Erick Hernandez, DA joined the dental team on November 19th.
 - Rubycela Jimenez, RDA joined the dental team on December 18th.
 - The dental department continues to work with Human Resources to identify, interview, and hire additional front and back office staff to support the addition of the new full-time provider.

Productivity:

- **Total Encounters for Dental Department:**
 - November 2015: 676
 - Year to November 30th: 6064
- **Jefferson Wellness Center Encounters:**
 - November 2015: 274
 - **Average Patients per day: 13.2.**
 - Average patients were above goal of 13.
 - Utilization was at 101% of goal.
 - Mid-month December productivity is below projected goal.
- **Huntington Park Center Encounters:**
 - November 2015: 402
 - **Average Patients per day: 12.6.**
 - Utilization was at 107% of goal (adjusted for new provider productivity)
 - Current productivity goal is 13 patients/ day for provider one and 10 patients/day for provider two. Each month the goal will be raised.
 - Mid-month December productivity is below projected goal.
- **Unduplicated users**

(Calculated as unduplicated users of the department in the past 12 months)

 - November 2015: 1783 (HP: 939 JHS: 844)
 - October 2015: 1732 (HP: 904 JHS: 828)
- **Managed Care Rosters**
 - Overall the department had a small increase in managed care assignments.
 - Jefferson and Huntington Park had a slight increase in Liberty Dental assignments.

- Jefferson and Huntington Park had a small decrease in Access Dental Assignments.
 - Huntington Park’s roster continues to remain closed to new Access Dental assignments.
 - We continue to work towards a resolution to address the Huntington Park site’s closed list.
 - **Productivity Goals:**
 - Huntington Park productivity was 107% of adjusted goal/97% of non-adjusted goal.
 - Jefferson Wellness was at the initial productivity goal of 13 encounters/day—101% of goal.
 - 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:**
 - **Internal Referrals**
 - The South Central referral department was trained to assist the dental department in determining eligibility and direct scheduling of referred patients. Previously only Marlene scheduled appointments.
 - The CPSP department continues to directly schedule appointments for newly referred patients.
 - **School Screenings/Fluoride Varnish Events**
 - In addition to the November event at Jefferson high school, and additional 20 students were screened in December bringing the total students who received dental screenings and a fluoride varnish application to nearly 300. SCFHC worked with the District Oral Health Nurses, the VP of Jefferson and Nava High Schools, staff from the LA Trust, and other volunteers/staff to conduct the event.
 - Outreach continues to the parents of the students to encourage follow-up and establishment of a dental home.
 - SCFHC is planning a screening at Miles Elementary School in Huntington Park for late January and early February. This project will be supported by funding from the Delta Dental Grant
 - **Mexican American Opportunities Foundation (MAOF)/Head Start Program**
 - The two MOUs have been completed with MOAF.
 - MAOF will be referring their clients for dental screenings and treatment.
 - SCFHC will be providing educational classes and outreach at MOAF’s facilities.

Future:

- **HRSA ES Approval**
 - The department continues to implement the expanded services at Huntington Park.
 - Saturday sessions are planned for the 2nd and 4th Saturdays beginning in January.
- **South Central Clinic**
 - Plans are being developed for the layout of the new dental clinic located adjacent to the South Central Site.
- **IT/NextGen EDR upgrade**
 - The IT and dental departments have begun the upgrade process of the Electronic Dental Record (EDR) software. This upgrade will assist in correcting communication concerns between the dental, medical, and billing software as well as improve charting for our patients.

Challenges:

- **Human Resources—staffing shortage**
 - Identifying qualified candidates for assistant and front desk (Dental PSR) positions. Local community clinics are reporting a shortage of qualified candidates.
 - The search has been opened to DAs (unregistered dental assistants) who are currently in the process of obtaining their RDA license.
- **New Growth Phase for Huntington Park/Productivity**
 - Both sites are showing growth and more stable productivity as compared to last year.
 - Numbers for the second provider at HP are above standards for a new provider, but below the productivity goal of 13 patients per day. It will take approximately 6 months to build a patient panel for the 2nd provider to reach the full productivity goal.
 - In addition to lower productivity initially with a new provider, December's productivity is projected to be lower due to increased broken appointments during the holidays and less clinical sessions.
- **Access Dental**
 - Huntington Park remains closed to new assignments/transfers.
 - Discussions are ongoing to find a resolution to the concerns about the Huntington Park Roster.
 - Jefferson remains open to new assignments and met 2nd quarter utilization requirements for the program.
- **Liberty Dental**
 - Liberty Dental will be transitioning to utilization requirements similar to Access Dental
 - Additional staff time will be required to increase outreach to Liberty's managed care list to ensure the utilization requirements are met.

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