

**South Central Family Health Center  
Dental Department  
Monthly Board Report—August 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).
  - Two candidates have been interviewed and their information has been forwarded to human resources to continue the hiring process.
  - An identified third candidate will be interviewed in the near future.
  - There is a need to identify additional per-diem candidates to prevent the cancellation of clinical sessions for upcoming provider absences.
- **Registered Dental Assistant**
  - The open RDA position will be filled by the hiring of our temporary DA, Jose Garcia. Jose is in the process of obtaining his RDA certification with the Dental Board. Jose's transition to a regular employee will take effect September 1<sup>st</sup>.

**Productivity:**

- **Total Encounters for Dental Department:**
  - July 2015: 581
  - Year to July 31st: 3666
- **Jefferson Wellness Center Encounters:**
  - July 2015: 297
  - **Average Patients per day: 13.5.**
    - Average patients were above goal of 13.
    - Utilization for July was at 104% of goal.
  - Mid-month August productivity is above 100% of goal.
- **Huntington Park Center Encounters:**
  - July 2015: 284
  - **Average Patients per day: 12.9.**
    - Average patients were near goal of 13.
    - Utilization for July was at 99% of goal.
  - Mid-month August productivity is above 100% of goal.
- **Unduplicated users**  
(calculated as unduplicated users of the department in the past 12 months)
  - July 2015: 1488 (HP: 788 JHS: 700)
  - June 2015: 1387 (HP: 746 JHS: 641)

- **Managed Care Rosters**
  - Overall the department saw a small decrease in managed care assignments.
    - Both sites had a slight decrease in Liberty Dental assignments.
    - Both sites had a slight decrease in Access Dental Assignments.
      - Huntington Park’s roster continues to remain closed to new Access Dental assignments.
- **Productivity Goals:**
  - Huntington Park was near the initial productivity goal of 13 encounters/day—99% of goal.
  - Jefferson Wellness was above the initial productivity goal of 13 encounters/day—104% 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**
    - Concern of unanswered referrals at the Wellness Center has been temporarily addressed. Marlene Alvarez from the referral department has been temporarily assisting us daily in determining insurance eligibility for these referrals and in contacting the patients for appointments.
    - A permanent staff member will need to be identified for this responsibility.
  - **National Health Center Week**
    - Dental Screenings were held at the both the Huntington Park and South Central Sites. 17 of the screened patients to date have scheduled appointments.
    - The department will continue to conduct follow-up calls with those clients to discuss our services offered and to schedule appointments.
  - **Jefferson High School Dental Screening—(ongoing)**
    - Screenings for Jefferson High School students are planned to begin in September and will continue monthly until all grades are screened.
    - School staff will assist in screening follow-ups to ensure establishment of a dental home and will assist in screening students for insurance eligibility.
    - Possible expansion of screening to feeder elementary schools.
  - **CHAMP Program with USC—(ongoing)**
    - 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**
    - MAOF has announced in early August that they wish to proceed with an MOU with the organization.
    - MAOF will be referring their clients for dental screenings and treatment.

## Future:

- **HRSA ES Application**
  - If approved, addition of 0.8 FTE dentist with adequate support staff at Huntington Park.
  - Possible expansion to Saturday sessions.

## Challenges:

- **Uncovered Clinical Sessions**
  - There is a need for per diem dentists to cover open sessions due to upcoming provider vacations, jury duty, and other time off.
- **Human Resources—DDS and RDA shortage**
  - Identifying qualified candidates for dentist and registered dental assistants for positions for per diem or part time positions.
  - Local community clinics are reporting a shortage of qualified candidates.
- **Lack of stability in productivity numbers for Jefferson and Huntington Park**
  - Both sites are showing growth and more stable productivity as compared to last year.
  - Varying numbers month to month are not unusual during a growth phase.
- **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.
  - Jefferson remains open to new assignments.
- **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.
- **Other**
  - Possible, but unlikely, competition of 4 chair dental office space on first floor of Huntington Park.
    - Office has been leased and is now open.
    - Since potential office will not be an FQHC, the clients will likely have different insurance and not be in direct competition.
    - Office has sent some clients for treatment at our facility.
  - Possible competition from future AltaMed Medical and Dental site that is being developed in Huntington Park.