

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

Human Resources:

- **0.8 FTE (full-time equivalent) Dentist/Per Diem Dentists for Coverage**
 - The Dental Department continues to work with Human Resources to hire a dentist that will fill the newly opened 0.8 FTE position at the Huntington Park site and to hire additional per diem dentists 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 with a recommendation to continue the hiring process.
 - A third candidate was interviewed and their information, when received, will be forwarded to Human Resources with a recommendation to continue the hiring process.
 - There is a need to identify additional per-diem candidates to prevent the cancellation of clinical sessions for upcoming provider absences.
- **Front and Back office positions**
 - 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 0.8 FTE provider.

Productivity:

- **Total Encounters for Dental Department:**
 - August 2015: 558
 - Year to July 31st: 4224
- **Jefferson Wellness Center Encounters:**
 - August 2015: 263
 - **Average Patients per day: 12.8.**
 - Average patients were near goal of 13.
 - Utilization for July was at 99% of goal.
 - Mid-month September productivity is above 100% of goal.
- **Huntington Park Center Encounters:**
 - August 2015: 295
 - **Average Patients per day: 14.8.**
 - Average patients were above goal of 13.
 - Utilization for July was at 113% of goal.
 - Mid-month September productivity is near 100% of goal.

- **Unduplicated users**
(Calculated as unduplicated users of the department in the past 12 months)
 - August 2015: 1577 (HP: 828 JHS: 749)
 - July 2015: 1488 (HP: 788 JHS: 700)
- **Managed Care Rosters**
 - Overall the department saw a small decrease in managed care assignments.
 - Jefferson 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.
 - Access Dental reported that after reviewing preliminary data both sites performed above expectations for the month of July.
- **Productivity Goals:**
 - Huntington Park was above the initial productivity goal of 13 encounters/day—113% of goal.
 - Jefferson Wellness was near the initial productivity goal of 13 encounters/day—99% 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:**
 - **Delta Dental Community Foundation Grant**
 - The dental department was awarded a \$10,000 grant for year 2015 to expand the department’s school screenings and fluoride application events.
 - **Internal Referrals**
 - Meetings were conducted with the CPSP department to structure direct scheduling of appointments for referred prenatal patients
 - Marlene Alvarez from the referral department continues to assist the dental department in determining eligibility and direct scheduling of referred patients.
 - **Jefferson High School Dental Screening—(ongoing)**
 - Screenings for Jefferson High School students are planned to begin in November and will continue monthly until all grades are screened.
 - A meeting has been scheduled with the District Oral Health Nurse, the VP of Jefferson High School, and other staff late this month to plan the upcoming events.
 - 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)**
 - CHAMP screenings have been expanded to include the Huntington Park Site.
 - CHAMP screenings will continue at the South Central 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—(ongoing)**
 - 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 Approval**
 - The department will be adding a 0.8 FTE dentist with adequate support staff at Huntington Park.
 - The department is preparing to fully implement the expanded services at Huntington Park
- **South Central Clinic**

Challenges:

- **Uncovered Clinical Sessions**
 - There is a need for per diem dentists to cover open sessions due to upcoming provider vacations, sick time, 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.