

**South Central Family Health Center
Dental Department
Monthly Board Report— May 2016**

Human Resources:

- **Front and Back office positions**
 - Dr. Briana Chavez (10%FTE) has given notice that she will be resigning from SCFHC as of 7/31/2016.
 - The dental department continues to work with Human Resources to identify, interview and hire additional front office staff to support the addition of the new full-time provider and to perform outreach to increase patient utilization.
 - The dental department continues to work with Human Resources to identify, interview and hire additional per-diem dentists for coverage of absences.

Productivity:

- **Total Encounters for Dental Department:**
 - April 2016: 777 (April 2015: 580) (February 2016: 789)
 - Utilization was at 105% of goal.
 - Year to date encounters as of March 31, 2016: 3041

- **Jefferson Wellness Center Encounters:**
 - April 2016: 311
 - **Average Patients per day: 14.8.**
 - Average patients was above goal of 13/provider.
 - Utilization was at 114% of goal.
 - Mid-month May productivity is above projected goal.

- **Huntington Park Center Encounters:**
 - April 2016: 466
 - **Average Patients per day: 12.3/provider.**
 - Utilization was at 99% of goal (adjusted for new provider productivity)
 - Current productivity goal is 13 patients/ day for provider one and 11.5 patients/day for provider two. Each month the goal will be raised.
 - Mid-month May productivity is at projected goal.

- **Unduplicated users**
(Calculated as unduplicated users of the department in the past 12 months)
 - April 2016: 2132 (HP: 1112 JHS: 1020)
 - March 2016: 2056 (HP: 1064 JHS: 992)

- **Managed Care Rosters**
 - Overall the department had a small decrease (-1%) in managed care assignments.
 - Jefferson had an increase in Access Dental assignments (1%) and a small decrease in Liberty Assignments (-6%).
 - Huntington Park had a small decrease in Access Dental (-2%) and an increase in Liberty Dental Assignments (+5%).
 - Huntington Park's roster continues to remain closed to new Access Dental assignments.
 - After a review of patient data with Access Dental, in June or July a substantial transfer of inactive patients (those who have not presented for since assignment in 2014) will occur. This will reduce the roster numbers along with the number of qualifiers to assist us in meeting utilization requirements by late 2016.
- **Productivity Goals:**
 - Huntington Park productivity was 99% of adjusted goal/94% of non-adjusted goal. Jefferson Wellness was at 114% of goal.
 - The departments overall productivity was at 105% of goal.
 - Maintenance and Future growth of productivity by:
 - Lowering Broken Appointment Rate—(ongoing).
 - Increasing unduplicated users via increased in-reach/outreach—(ongoing).
 - Increased focus on customer service to maintain patients and increase referrals from existing patients.

Departmental Actions:

- **Saturday sessions at Huntington Park**
 - As of May, Huntington Park is open for dental services every Saturday
 - The demand continues to be strong on those Saturdays.
- **HRSA ES Approval**
 - The department continues to implement the expanded services at Huntington Park.
- **HRSA HIIP**
 - The specification drawings have been completed for dental at 4415 S. Central and have been forwarded to the architect to progress to engineering.
- **Outreach/In-reach:**
 - **Coordinated Outreach Effort**
 - The dental director has met with members of the managed care department and with the contracted outreach team to conduct educational sessions regarding dental services. The team has been successfully referring patients to the dental department.

Challenges:

- **Human Resources—staffing shortage/dentist shortage**
 - The department continues its search for additional per-diem dentists to cover upcoming provider time off requests.
 - This front office staffing shortage is showing an effect on maintaining projected productivity and fulfilling outreach needs.
 - Local community clinics are reporting a shortage of qualified candidates.
- **Huntington Park Productivity during growth phase**
 - Numbers for the second provider at HP are above standards for a new provider, but below the productivity goal of 13 patients per day. To meet and maintain the initial projections of 13 patients a day by July 2016 for the 2nd provider an increase in outreach/outreach staffing will be needed to increase the numbers of unduplicated patient at the Huntington Park site.
 - The Managed Care, Outreach, and Dental departments have met on several occasions to discuss and implement strategies to increase the unduplicated population.
- **Access Dental**
 - Huntington Park remains closed to new assignments/transfers.
 - A solution may be achieved the 2nd half of 2016. After a review of utilization data with Access Dental, a transfer of inactive qualifying patients out of our roster is planned for June or July. This will reduce the number of qualifiers needed to meet utilization, increasing our utilization percentage. In the future this will lead to reopening of the lists and new patients being assigned to our clinic.
 - Jefferson remains open to new assignments.
- **Liberty Dental**
 - Liberty Dental has established utilization requirements similar to Access Dental
 - Additional staff time has been required to increase outreach to Liberty's managed care list to ensure the utilization requirements are met.