

**South Central Family Health Center  
Dental Department  
Monthly Board Report— June 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.
  - Yesenia Renteria, RDA transitioned from Full-time to Per-Diem on 6/3/16. She will continue to provide RDA services on Saturdays.
  - Azuzena Gomez was hired on 6/16/16 for the Dental PSR position at Huntington Park.
  - The dental department continues to work with Human Resources to identify, interview and hire a Dental PSR, a Registered Dental Assistant, and additional per-diem dentists for coverage of absences.
  - The dental department is working with Human Resources to hire for the first stage of the HRSA Oral Health Service Expansion. The positions will include:
    - 1 FTE dentist
    - 2 FTE RDAs (Registered Dental Assistants)
    - 1 Dental PSR (Patient Service Representative)

**Productivity:**

- **Total Encounters for Dental Department:**
  - May 2016: 821 (May 2015: 490)
  - Utilization was at 104% of goal.
  - Year to date encounters as of May 31, 2016: 3862
- **Jefferson Wellness Center Encounters:**
  - May 2016: 315
  - **Average Patients per day: 15.0.**
    - Average patients was above goal of 13/provider.
    - Utilization was at 110% of goal.
  - Mid-month June productivity is at projected goal.
- **Huntington Park Center Encounters:**
  - May 2016: 506
  - **Average Patients per day: 13.7/provider.**
    - Utilization was at 101% of goal (adjusted for new provider productivity)
    - Current productivity goal is 13 patients/ day for provider one and 12 patients/day for provider two. Each month the goal will be raised.
  - Mid-month June productivity is at projected goal.

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- **Unduplicated users**
  - (Calculated as unduplicated users of the department in the past 12 months)
  - May 2016: 2211 (HP: 1143 JHS: 1068)
  - April 2016: 2132 (HP: 1112 JHS: 1020)
  
- **Managed Care Rosters**
  - Overall the department had a decrease (-5%) in managed care assignments.
    - Jefferson had a small decrease (-1%) in managed care assignments.
    - Huntington Park had a decrease (-14%) in managed care assignments.
      - Access Dental transferred out approximately 100 patients that we could not contact for 18 months.
      - After approximately 18 months of negotiating, Access Dental has Re-opened our Huntington Park roster to new assignments.
      - This will have a positive effect on the growth of the Huntington Park site.
  
- **Productivity Goals:**
  - Huntington Park productivity was 101% of adjusted goal. Jefferson Wellness was at 110% of goal.
  - The departments overall productivity was at 104% 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:**

- **HRSA OHSE Approval**
  - HRSA approved our Oral Health Service Expansion Application that will assist us in adding 2 FTE dentists and associated support staff in 2016-2017.
- **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.

**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/back 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.
- **Access Dental**
  - Huntington Park reopened to new assignments.
  - Due to lack of accurate contact information, many patients cannot be outreached to and transitioned into patients. This can lead to lower utilization rates and a future closure of the roster again.
  - 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.