

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

**Action Items:**

- **Request for Approval of Dental Provider Credentialing and Privileging**
  - **Ryan Huang DDS:** Request for full credentialing
  - **Briana Chavez DDS:** Request for full credentialing
  - **Lisa Wu DDS:** Request for full privileging and full credentialing
  - **Michael Mamaliger DDS:** Request for full privileging and full credentialing

**Human Resources:**

- **Front and Back office positions**
  - Yesenia Renteria, RDA joined the dental department as a Registered Dental Assistant on March 17, 2016 at the Huntington Park site.
  - 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:**
  - February 2016: 785 (February 2015: 458) (January 2016: 690)
  - Utilization was at 108% of goal.
  - Year to date encounters as of February 29, 2016: 1475
- **Jefferson Wellness Center Encounters:**
  - February 2016: 301
  - **Average Patients per day: 14.3.**
    - Average patients was above goal of 13/provider.
    - Utilization was at 110% of goal.
  - Mid-month March productivity is slightly below projected goal.
- **Huntington Park Center Encounters:**
  - February 2016: 484
  - **Average Patients per day: 12.7/provider.**
    - Utilization was at 107% of goal (adjusted for new provider productivity)
    - Current productivity goal is 13 patients/ day for provider one and 10.5 patients/day for provider two. Each month the goal will be raised.
  - Mid-month February productivity is slightly below projected goal.

- **Unduplicated users**  
(Calculated as unduplicated users of the department in the past 12 months)
  - February 2016:           1994   (HP: 1028     JHS: 966)
  - January 2016:           1945   (HP: 1001     JHS: 944)
  
- **Managed Care Rosters**
  - Overall the department had a small decrease in managed care assignments.
    - Jefferson had a decrease in Access Dental and increase in Liberty Dental assignments.
    - Huntington Park had a small decrease in Access Dental and and increase in Liberty 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/98% of non-adjusted goal. Jefferson Wellness was at 110% of goal.
  - The departments overall productivity was at 108% 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:**

- **IT/NextGen EDR upgrade**
  - The upgrade of the Electronic Dental Record (EDR) software was completed the evening of March 5<sup>th</sup>. Initial calibration was completed and a Go Live occurred on Monday March 7<sup>th</sup>.
  - A half-day user training for dental department staff was completed on March 2<sup>nd</sup>.
  - The upgrade has improved communication concerns between the dental, medical, and billing software as well as improved charting for our patients.
  
- **Saturday sessions at Huntington Park**
  - Saturday sessions (2<sup>nd</sup> and 4<sup>th</sup> Saturdays) continue at the Huntington Park Clinic.
    - There continues to be a strong demand for the Saturday sessions.
    - Consideration should be given to expand to additional Saturdays due to demand.
  
- **HRSA ES Approval**
  - The department continues to implement the expanded services at Huntington Park.
  
- **HRSA HIIP**
  - Plans for the layout of the new dental clinic located adjacent to the South Central Site continue.

- **Outreach/In-reach:**
  - **Internal Referrals**
    - In 2015, 6% of SCFHC's medical patients utilized dental services.
    - The goal for 2016 is to increase the utilization of dental services by SCFHC's medical patients. The Dental Director continues to work with Medical and Corporate Administration to identify opportunities to increase utilization.
  - **School Screenings/Fluoride Varnish Events**
    - SCFHC conducted a 2<sup>nd</sup> screening at Miles Elementary School in Huntington Park on February. This project was supported by funding from the Delta Dental Grant. Between the two dates approximately 350 students received screenings and fluoride applications.
    - Outreach has begun to parents to discuss the results of the screening and to assist in establishing a dental home.

**Challenges:**

- **Human Resources—staffing shortage/dentist shortage**
  - The department continues its search for additional per-diem dentists to cover upcoming provider time off requests.
  - While hiring has increased, positions remain open in the dental department due to a staffing shortage.
  - This staffing shortage is showing an effect on maintaining projected productivity and fulfilling outreach needs.
  - Local community clinics are reporting a shortage of qualified candidates.
  - With the addition of the South Central site in the next year, there is concern if adequate staff will be available to support the expansion.
- **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 the initial projections of 13 patients a day by July 2016 for the 2<sup>nd</sup> provider an increase in outreach/outreach staffing will be needed to increase the numbers of unduplicated patient at the Huntington Park site.
- **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.
- **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.