

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

**Human Resources:**

- **Front and Back office positions**
  - Erick Hernandez, DA will be joining the dental team on November 19<sup>th</sup>.
  - A recommendation has been made to hire Rubycela Jimenez, RDA.
  - 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 new full-time provider.

**Productivity:**

- **Total Encounters for Dental Department:**
  - October 2015: 627
  - Year to October 30th: 5388
  
- **Jefferson Wellness Center Encounters:**
  - October 2015: 285
  - **Average Patients per day: 13.6.**
    - Average patients were above goal of 13.
    - Utilization for July was at 104% of goal.
  - Mid-month November productivity is below projected goal.
  
- **Huntington Park Center Encounters:**
  - October 2015: 342
  - **Average Patients per day: 13.2.**
    - Average patients were above goal of 13.
    - Utilization for July was at 101% of goal.
  - Mid-month November productivity is near projected goal.
  
- **Unduplicated users**

(Calculated as unduplicated users of the department in the past 12 months)

  - October 2015: 1732 (HP: 904 JHS: 828)
  - September 2015: 1651 (HP: 865 JHS: 786)
  
- **Managed Care Rosters**
  - Overall the department had a small increase in managed care assignments.
    - Jefferson had a slight increase in Access Dental and Liberty Dental assignments.
    - Huntington Park had a decrease in Access Dental Assignments.

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- Huntington Park's roster continues to remain closed to new Access Dental assignments.
  - A meeting was conducted on October 30<sup>th</sup> with senior management of Guardian/Premier Life to discuss utilization and to request that our Huntington Park site be open 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 was above the initial productivity goal of 13 encounters/day—101% of goal.
  - Jefferson Wellness was at 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**
    - Marlene Alvarez will be training the South Central referral department to assist the dental department in determining eligibility and direct scheduling of referred patients. Previously only Marlene scheduled appointments.
    - The CPSP department continues to directly schedule appointments for newly referred patients.
  - **School Screenings/Fluoride Varnish Events**
    - Screenings for Jefferson and Nava High School students were conducted on November 12<sup>th</sup> and 13<sup>th</sup>. Nearly 300 students received screenings and fluoride varnish applications. There was an increase in attendance by over 250 students as compared to last year's event. SCFHC worked with the District Oral Health Nurses, the VP of Jefferson and Nava High Schools, staff from the LA Trust, and other volunteers/staff to conduct the event.
    - Follow up will be conducted to the parents of the students to encourage follow-up and establishment of a dental home.
    - An additional 20 to 30 students will be screened in December.
    - The department received a donation from Oral Health America of approximately 400 Sonicare toothbrushes to give to the students who attended the event.
    - SCFHC is working with the District Oral Health Nurses to identify other schools to hold screenings and fluoride varnish events both in the Jefferson and Huntington Park areas.
  - **Mexican American Opportunities Foundation (MAOF)/Head Start Program—(ongoing)**
    - MAOF has presented two MOUs that are being reviewed.
    - MAOF will be referring their clients for dental screenings and treatment.

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## Future:

- **HRSA ES Approval**
  - The department continues to implement the expanded services at Huntington Park.
  - Saturday sessions are tentatively planned to begin in January at the Huntington Park site.
- **South Central Clinic**
  - Plans are being developed for the layout of the new dental clinic located adjacent to the South Central Site.
- **IT/NextGen EDR upgrade**
  - The IT and dental departments are beginning preparations for an upgrade of the Electronic Dental Record (EDR) software. This upgrade will assist in correcting communication concerns between the dental, medical, and billing software as well as improve charting for our patients.

## Challenges:

- **Human Resources—staffing shortage**
  - Identifying qualified candidates for assistant and front desk (Dental PSR) positions. Local community clinics are reporting a shortage of qualified candidates.
  - The search has been opened to DAs (unregistered dental assistants) who are currently in the process of obtaining their RDA license.
- **New Growth Phase for Huntington Park/Productivity**
  - Both sites are showing growth and more stable productivity as compared to last year.
  - Numbers for the second provider at HP are above standards for a new provider, but below the productivity goal of 13 patients per day. It will take approximately 6 months to build a patient panel for the 2<sup>nd</sup> provider to reach the full productivity goal.
- **Access Dental**
  - Huntington Park remains closed to new assignments/transfers.
  - A meeting was conducted on November 30<sup>th</sup> with senior management of Guardian/Premier Life to discuss utilization and to request that our Huntington Park site be open to new Access Dental assignments. Discussions are ongoing to find a resolution to the concerns about the Huntington Park Roster.
  - Jefferson remains open to new assignments and met 2<sup>nd</sup> quarter utilization requirements for the program.
- **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.